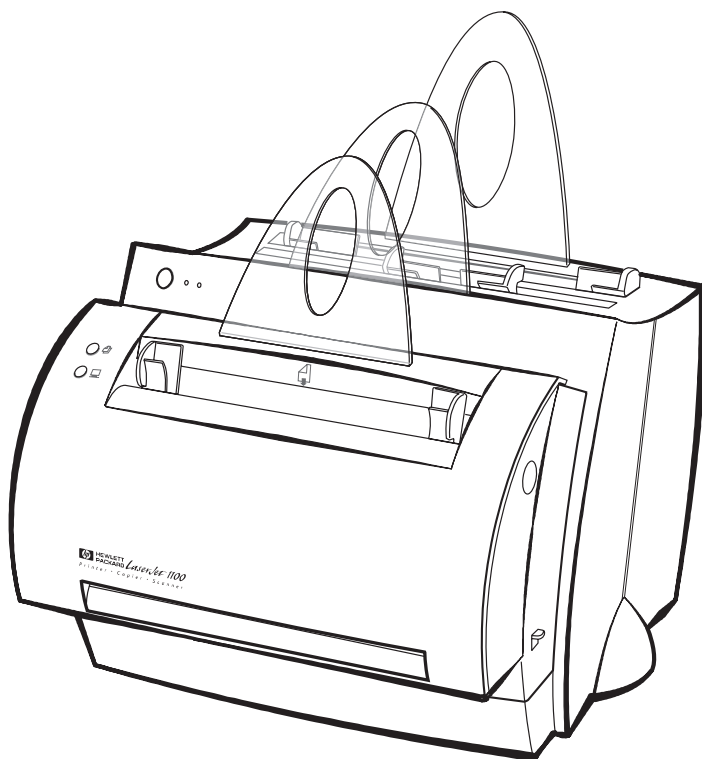


HP LaserJet 1100A

Printer•Copier•Scanner



User Guide

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1 Getting to know the printer

This chapter provides information on the following topics:

- Printer features and benefits
- Printer components
- Choosing paper and other media
- Loading paper into the printer
- Turning the power off
- Voltage conversions
- Accessing printer properties (driver) and help
- Printing a self-test page

Note

For installation instructions, see the “*HP LaserJet Quick Reference Guide*” that came with your printer.

Printer features and benefits

Congratulations on the purchase of your new printer. You can . . .

Print with excellent quality

- Print at 600 dots per inch (dpi) with Resolution Enhancement technology (REt).

Save money

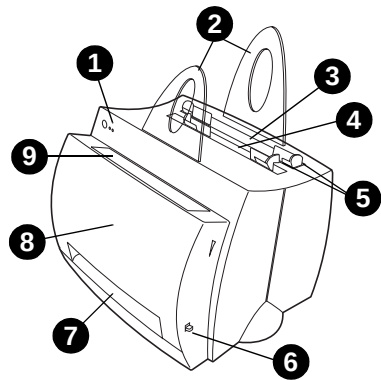
- Use EconoMode to save toner.
- Print on both sides of the paper to save paper (manual duplexing).
- Print multiple pages on a single sheet of paper to save paper (N-up printing).

Create professional documents

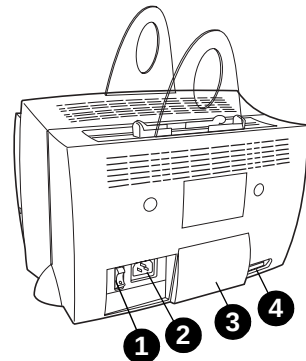
- Protect your documents by using Watermarks such as “confidential.”
- Print Booklets. This feature enables you to easily print the pages required to create cards or books. Once printed, all you have to do is fold and staple the pages.
- Print the first page on different paper/media than the following pages.

Printer components

1. Printer control panel
2. Paper supports
3. Paper input tray
4. Single-sheet paper input tray (priority feed)
5. Paper guides
6. Paper-output lever
7. Straight-through output path
8. Printer door
9. Paper output bin

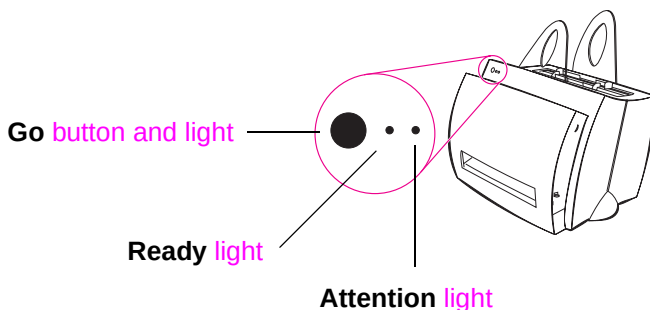


1. Power switch (220-240 volt printers)
2. Power receptacle
3. Memory door
4. Parallel port



Printer control panel

The printer control panel is comprised of two lights and one lighted button. These lights produce patterns that identify the status of your printer.



- **Go button and light:** Press and release to print a self-test page or when in manual-feed mode, or press and hold for 5 seconds to reset the printer.
- **Ready light:** Indicates the printer is ready to print.
- **Attention light:** Indicates printer initialization, reset, and errors.

Note

See “[Printer light patterns](#)” for functional descriptions of all the light patterns.

Printer paper input trays

Rear paper input tray

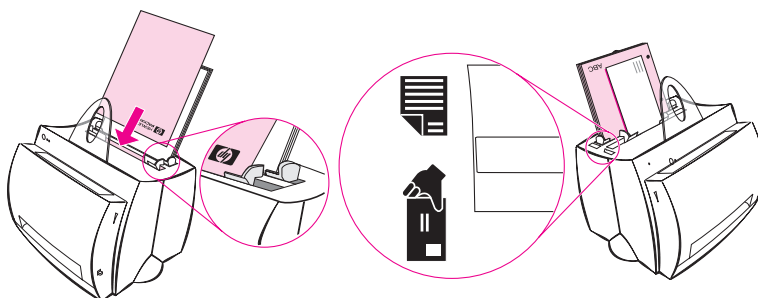
The paper input tray located closest to the back of the printer can hold up to 125 sheets of 20 lb. paper or it can hold multiple envelopes.

Front (single-sheet) paper input tray

The single-sheet paper input tray should be used when feeding single pages or media such as envelopes. You can print the first page on different media than the rest using the single-sheet paper input tray.

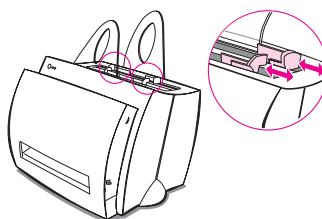
Note

The printer will automatically (priority feed) print from the single-sheet paper input tray before printing from the paper input tray.



Printer paper guides

Both input trays have paper guides. Paper guides are used to ensure the paper is correctly fed into the printer and that the print is not skewed (crooked text on the page). When loading paper, adjust the paper guides to match the width of the paper being printed.



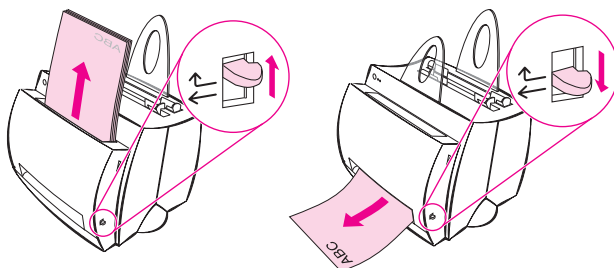
Printer paper output paths

Paper output bin

The paper output bin is located on the front of the printer. Printed paper will be collected here in the correct sequence when the paper-output lever is in the up position. Use the output bin when printing large, collated documents or when copying documents so that the original is separated from the copies.

Straight-through paper output path

The straight through paper output path is useful when printing envelopes, transparencies, heavy media, or anything that tends to curl when printed. Printed paper will stack in reverse order with the paper-output lever down.

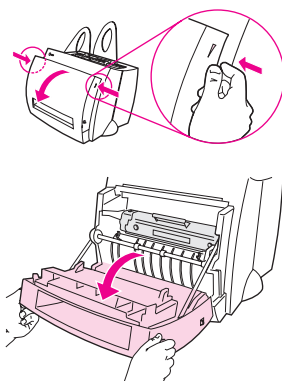


Printer door

Open the printer door to access the toner cartridge, clear jams, and clean the printer. The printer door is located on the front of the printer. Open and close the printer door by firmly grasping the top left and right sides of the printer door and pulling it towards you.

Note

If the scanner is attached, it may be necessary to move the printer to the edge of your workstation before opening the printer door in order to get the full range of motion.



Choosing paper and other media

HP LaserJet printers produce excellent print quality documents. You can print on a variety of print media, such as paper (including up to 100% recycled fiber content paper), envelopes, labels, transparencies, and custom-sized media. Properties such as weight, grain, and moisture content are important factors, affecting printer performance and quality. To achieve the best possible print quality, use only high-quality paper designed for laser printers. See “[Printer paper specifications](#)” for detailed paper and media specifications.

Note

Always test a sample of paper before purchasing large quantities. Your paper supplier should understand the requirements specified in the *HP LaserJet Printer Family Paper Specification Guide* (HP part number 5021-8909). See “[Printer paper specifications](#).”

- **Maximum supported paper size:** 216 by 356 mm (8.5 by 14 in.)
- **Minimum supported paper size:** 76 by 127 mm (3 by 5 in.)

Loading paper into the printer

Paper should be loaded with the top down and the side-to-be printed facing forward. Always adjust the paper guides to prevent jams and skewing.

CAUTION

Attempting to print on paper that is wrinkled, folded, or damaged in any way may cause a jam to occur. See [“Printer paper specifications.”](#)

Note

Always remove all paper from the paper input tray and straighten the stack when new paper is added. This helps prevent multiple sheets of paper from feeding through the printer at one time and reduces paper jams. See the sticker which you placed on the printer while setting up the hardware.

Specific types. . .

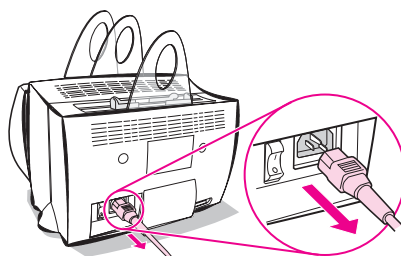
- **Transparencies:** Load transparencies with the top down and the side-to-be-printed facing toward the front of the printer. See [“Printing transparencies.”](#)
- **Envelopes:** Load with the narrow, stamp side down and the side-to-be-printed facing toward the front of the printer. See [“Printing envelopes.”](#)
- **Labels:** Load with the top down and the side-to-be-printed facing toward the front of the printer. See [“Printing labels.”](#)
- **Letterhead:** Load with the top down and the side-to-be-printed facing toward the front of the printer. See [“Printing letterhead.”](#)
- **Cards:** Load with the narrow side down and the side-to-be-printed facing toward the front of the printer. See [“Printing cards.”](#)

Turning the power off

Printers that require 100-127 volts of power must be unplugged to turn the power off. Printers that require 220-240 volts can be switched off (the switch is located on the left side of the power plug) or unplugged.

Note

To ensure safety when working inside the printer for any reason, it is best to unplug the printer.



Voltage conversions

HP LaserJet printers are manufactured to different specifications for different countries. Because of these differences, HP does not recommend transporting products sold within the United States to another country.

In addition to the concerns about the differing power system voltages, the country of final destination may have different import and export restrictions, power frequencies, and regulatory requirements.

Note

The HP LaserJet family printers must be serviced by an authorized repair depot or reseller within the country where the printer was originally purchased.

Because of the different specifications and warranty coverage limitations, Hewlett-Packard does not offer a conversion, or support the conversion, of U.S. version HP LaserJet family printers for foreign use. We advise those customers planning to transport equipment outside the United States to purchase the products in the country of final destination.

Accessing printer properties (driver) and help

This section provides information on the following topics:

- [Printer properties \(driver\)](#)
- [Printer online help](#)

Printer properties (driver)

Printer properties control the printer and allow you to change default settings, such as paper size, printing on both sides of the page (manual duplexing), printing multiple pages on a single sheet of paper (N-up printing), resolution, watermarks, and printer memory. You can access the printer properties in two ways:

- Through the software application from which you are printing. (Change settings for current software application use.)
- Using the Windows® operating system. (Change default settings for all future print jobs.)

Note

Because many software applications use a different method of accessing the printer properties, we will describe common methods used in Windows 9x & NT® 4.0, and Windows 3.1x.

Windows 9x & NT 4.0

- **Change settings for current software application use:** From the **File** menu within the software application, click **Print**, and then click **Properties**. (The steps can vary between software applications; this is the most common method.)
- **Change defaults for all future print jobs:** Click the **Start** button, click **Settings**, and then click **Printers**. Right-click the printer icon for which you would like to change properties, and then choose **Properties**. Many of the features in Windows NT are also located on the **Document Defaults** menu.

Windows 3.1x

- **Change settings for current software application use:** From the **File** menu within the software application, click **Print**, **Printers**, and then click **Options**. (The steps can vary between software applications; this is the most common method.)
- **Change defaults for all future print jobs:** From the Windows control panel, double-click **Printers**, highlight the printer, and then click **Setup**.

Printer online help

Printer properties online help

The printer properties (driver) online help includes information specific to the functions within the printer properties. This online help will guide you when changing default settings for your printer.

Access the printer properties help system by opening the printer properties and then clicking on the **Help** button.

Online help

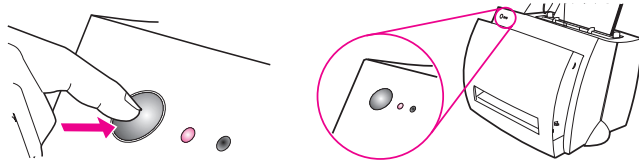
The HP LaserJet 1100 online help includes information for all of the printing, copying, and scanning software applications.

See “[Accessing the online help](#).”

Printing a self-test page

Among other items, a self-test page provides all of the printer configuration settings, scanner attachment verification, a sample of the print quality, and provides information for printer page counts as well as scan and copy page counts. A self-test page can also help you verify the printer is printing correctly.

To print a self-test page, press and release the **Go** button on the printer control panel while the printer is in the Ready state. If the printer is in PowerSave mode, press and release the **Go** button once to awaken it, and then press and release the **Go** button a second time.



2 Getting to know the Copier/Scanner

This chapter provides information on the following topics:

- Scanner features and benefits
- Getting to know the software
- Copier/Scanner components
- Supported paper sizes and types (media)
- Precautions for copying and scanning
- Loading Copier/Scanner originals
- Accessing the online help

Note

For hardware and software installation instructions, see the *“HP LaserJet Quick Reference Guide”* that came with your scanner.

Scanner features and benefits

Scan

Use HP software to simplify your office tasks:

- Faxing
- E-Mailing
- Editing text (OCR)
- Storing documents electronically

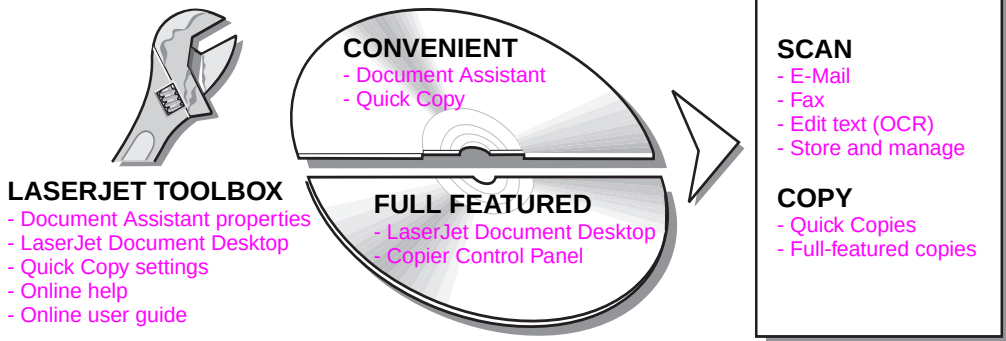
Copy

Make Quick Copies when copying your most frequent type of original. Use the Copier Control Panel to customize and make multiple copies.

- **Simple and convenient (Quick Copy)**
 - Load the original and press a single button
- **Powerful copier software (Copier Control Panel)**
 - Make multiple copies
 - Remove speckles
 - Straighten
 - Adjust contrast

Getting to know the software

Bring the world to your fingertips by using the full-featured software solution included with your HP LaserJet 1100A Printer•Copier•Scanner.



Document Assistant (Windows 9x & NT 4.0)

The Document Assistant is quick and convenient, and can facilitate many of your routine office tasks:

- Copying
- Storing or managing scanned text and images
- Scanning to e-mail
- Scanning to fax
- Editing scanned text (OCR)

Take full advantage of the Document Assistant.

Note

The Document Assistant is not available for Windows 3.1x operating systems.

Accessing the Document Assistant

- 1 Click **Start**, located in the system tray.
- 2 Click **Programs**.
- 3 Click **HP LaserJet 1100**.
- 4 Click **Document Assistant**.
- 5 An HP icon will appear in your system tray. Click on the HP icon to display the Document Assistant on your computer screen.

Note

To close the Document Assistant, right click on the HP icon and click **Close Document Assistant**.

LaserJet Document Desktop (Windows 3.1x, 9x, NT 4.0)

The LaserJet Document Desktop is a full-featured desktop application for your scanning and copying capabilities of HP LaserJet 1100. From the HP 1100 Document Desktop, you can perform the following tasks and more:

- Copy
- Scan images (or acquire an image from a TWAIN-compliant device)
- Store and manage scanned images
- Send scanned images to fax (a fax software application must be installed on your PC)
- Send scanned images to e-mail (an e-mail software application must be installed on your PC)
- Send scanned text to a word processing application to edit (OCR)
- Make image enhancements
- Add annotations

Note

You can print (electronically) to the LaserJet Document Desktop from any software application. This feature allows you to use any of the functions within the LaserJet Document Desktop on documents created in your favorite desktop publishing or word processing application, saving you the time of first printing and then scanning a hard copy version. The online help provides more information about the LaserJet Document Desktop. See "[Accessing the online help.](#)"

Accessing the LaserJet Document Desktop (Windows 9x & NT 4.0)

- 1 Click **Start**, located in the Windows system tray.
- 2 Click **Programs**.
- 3 Click **HP LaserJet 1100**.
- 4 Click **LaserJet Document Desktop**.

Accessing the LaserJet Document Desktop (Windows 3.1x)

- 1 From the **Program Manager**, double-click the **HP LaserJet 1100** icon.
- 2 Double-click **LaserJet Document Desktop**.

Quick Copy settings

The Quick Copy feature enables you to make consistent and convenient copies. Your PC does not even have to be turned on. Adjust the settings to reflect the most common type of original that you copy, and you do not have to change them again.

For instructions on making Quick Copies and adjusting the default Quick Copy settings, see “[Making Quick Copies](#).”

Copier Control Panel

Use the Copier Control Panel when full-featured copying capabilities are necessary or when your original differs from your most frequent copy job. Consider the Copier Control Panel as your personal copy machine. You can have the copy machine at your fingertips with the Copier Control Panel.

For instructions on accessing and using the Copier Control Panel, see “[Using the Copier Control Panel](#).”

LaserJet Toolbox

The LaserJet Toolbox enables you to customize your software solution to meet your needs.

- Change the Quick Copy settings
- Configure properties for the Document Assistant
- Configure properties for the LaserJet Document Desktop
- Connect network scanner

The LaserJet Toolbox also enables you to do the following:

- Calibrate the scanner
- Access the online user guide (this guide)
- Access the online help

Note

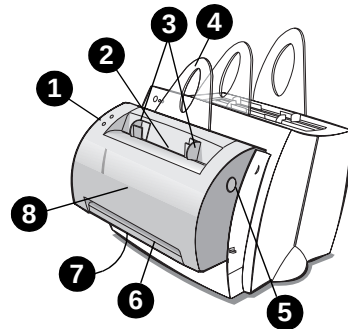
The LaserJet Toolbox is not available for Windows 3.1x operating systems. However, many of the features within the LaserJet Toolbox can be accessed through the HP LaserJet 1100 Program Group.

Accessing the LaserJet Toolbox (Windows 9x & NT 4.0)

You can access the LaserJet Toolbox from the **Document Assistant**: Click **Tools**.

Copier/Scanner components

1. Scanner control panel
2. Paper input tray
3. Paper guides
4. Paper support
5. Door release button
6. Paper output path
7. Scanner attachment lever
8. Scanner door



Note

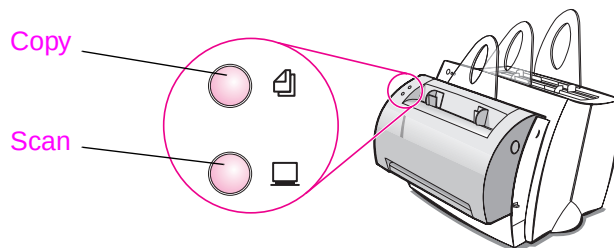
To remove the scanner from the printer, see [“Removing the scanner.”](#)

Scanner control panel

- **Copy:** Press the Copy button to perform Quick Copies—your PC does not have to be turned on.
- **Scan:** Press the Scan button to launch the software. If configured correctly, you can perform the following tasks:
 - Scan to fax
 - Scan to e-mail
 - Store documents electronically
 - Edit text (OCR)
 - Make multiple and customized copies

Note

To cancel a scan or copy job, press both buttons simultaneously.

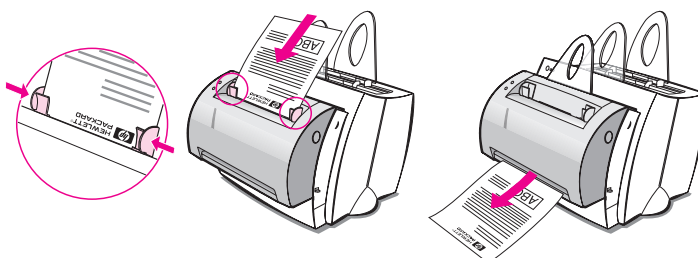


Scanner paper input tray, guides, and output path

The scanner paper input tray is located on the front, top side of the scanner. The paper guides are located inside the paper input tray and are used to ensure that the paper or media is correctly fed into the scanner and to prevent skewing (crooked image).

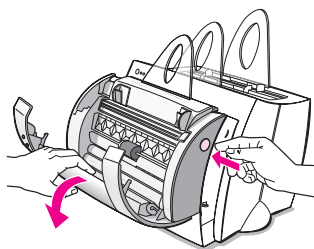
CAUTION

Paper and media can jam if not correctly loaded, causing damage to the original you are scanning or copying. See [“Loading Copier/Scanner originals.”](#)



Scanner door

Open the scanner door to remove jams or clean the scanner. The scanner door is located on the front of the scanner. Open the scanner door by first pressing the button located on the upper-right side to release the latch, and then gently grasping the door and pulling it towards you. To close the door, simply push the door up and towards the scanner until it clicks.



Supported paper sizes and types (media)

The Copier/Scanner for the HP LaserJet 1100 can handle a broader range of paper sizes and more types of media than the printer:

- **Maximum:** 216 by 762 mm (8.5 by 30 in.)
- **Minimum:** 50.8 by 90 mm (2 by 3.5 in.)

In addition, you can scan and copy many different types of paper and media that are typically not used for printing, such as news print, photographs, business receipts, and business cards.

Note

Small or delicate originals, such as business cards or newsprint, may require a carrier sheet to correctly feed through the Copier/Scanner. You can make a carrier sheet by simply taping the leading edge of the original to a standard sheet of paper.

See [“Precautions for copying and scanning.”](#)

Precautions for copying and scanning

You should not put anything in the Copier/Scanner that could get stuck in or damage the feed mechanism. Observe the following precautions to minimize the possibility of jamming or damaging the feed mechanism:

- Remove self-stick notes.
- Remove staples and paper clips.
- Straighten any curls or wrinkles in the original to be scanned.
- Do not scan or copy any original with glue, correction fluid, or wet ink on it.
- Do not scan or copy gummed-backed paper, labels, or originals.
- Avoid scanning or copying originals with tears, perforations, or any defect that may cause a jam.
- Feed irregularly-sized originals one at a time.
- Do not scan originals that are larger or smaller than the supported size. See “[Supported paper sizes and types \(media\)](#).”

Note

Small or delicate originals, such as business cards or newsprint, may require a carrier sheet to correctly feed through the Copier/Scanner. You can make a carrier sheet by simply taping the leading edge of the original to a standard sheet of paper.

Note

Scanning or copying with the correct resolution and gray scale settings for your job is important in order to obtain good results. To learn more about resolution and gray scale, see “[Scanner resolution and gray scale](#).”

Loading Copier/Scanner originals

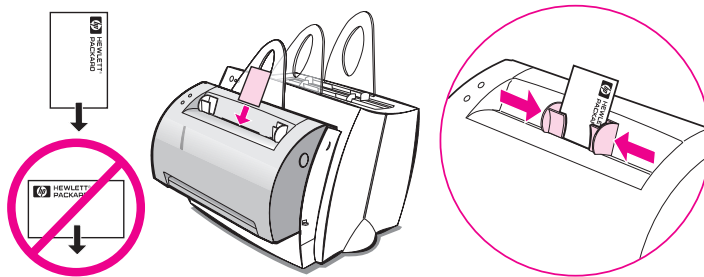
- 1 Load the original with the **narrow side down** and the side-to-be-scanned facing toward the front of the scanner.
- 2 Adjust the paper guides.
- 3 Press the **Scan** button on the scanner or press the **Copy** button for a Quick Copy.

Note

Always remove all originals from the input tray and straighten the stack when new originals are added.

CAUTION

Small originals will cause a jam if not loaded correctly.



Note

If editing text (OCR), the original must be loaded with the text positioned horizontally and upside down. See [“Editing scanned text \(OCR\)”](#) for more information.

Accessing the online help

To access the HP LaserJet 1100 Online Help, use any of the three methods below:

- **Program Group:**

- **Windows 9x & NT 4.0:** Click **Start, Programs, HP LaserJet 1100**, and then **LaserJet 1100 Online Help**.
- **Windows 3.1x:** From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **LaserJet 1100 Online Help**.

Note

The Document Assistant is not available for Windows 3.1x operating systems.

- **Document Assistant:** Click **Tools**, and then click **Help**.
- **LaserJet Document Desktop:** Click **Help** from the main menu.

3 Printing media

This chapter provides information on the following topics:

- Printing transparencies
- Printing envelopes
- Printing labels
- Printing letterhead
- Printing cards

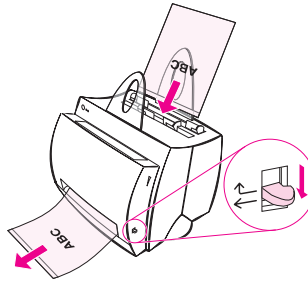
Printing transparencies

Only use transparencies recommended for use in laser printers, such as HP transparency film. See [“Printer paper specifications.”](#)

CAUTION

Inspect the transparencies to ensure they are not wrinkled or curled, and that they do not have any torn edges.

- 1 Adjust the paper-output lever to the down position.
- 2 Load with the top down and the side-to-be-printed (rough side) facing toward the front of the printer. Adjust the paper guides.
- 3 Print, and then remove the transparencies from the front of the printer to prevent them from sticking together. Place the printed transparencies on a flat surface.

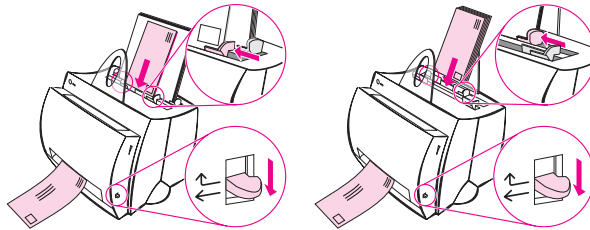


Printing envelopes

CAUTION

Only use envelopes recommended for laser printers. See [“Printer paper specifications.”](#)

- 1 Adjust the paper output-lever to the down position.
- 2 Load with the narrow, stamp-side down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the envelope.
- 3 Select the correct envelope size in the software application. This setting can be accessed through the printer properties. See [“Printer properties \(driver\).”](#)
- 4 Print.



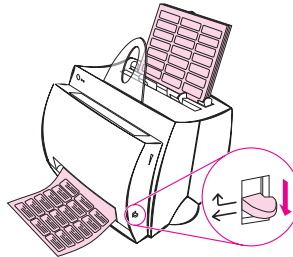
Printing labels

Only use labels recommended for laser printers, such as HP LaserJet labels. See “[Printer paper specifications](#).”

CAUTION

Do not use labels that are separating from the backing sheet, wrinkled, or damaged in any way. Do not feed a sheet of labels through the printer twice. The adhesive backing is designed for one pass through the printer. Also, do not use continuous feed labels or labels that require moisture to stick.

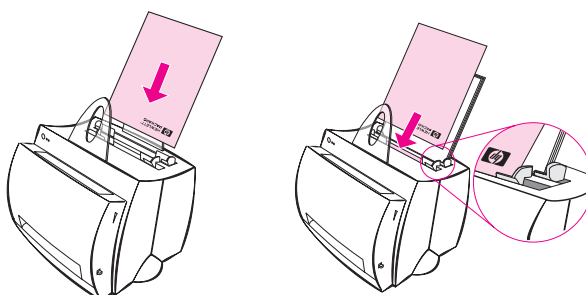
- 1 Adjust the paper output-lever to the down position.
- 2 Load with the top down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the width of the label sheet.
- 3 Print, and then remove the printed label sheets from the front of the printer as they are printed to prevent them from sticking together.



Printing letterhead

- 1 Load with the top down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the width of the paper.
- 2 Print.

To print a single page cover letter, using letterhead, followed by a multi-page document, load the letterhead in the single-sheet paper input tray and load the standard paper in the multi sheet paper input tray. By default, the printer prints from the single sheet paper input tray first.

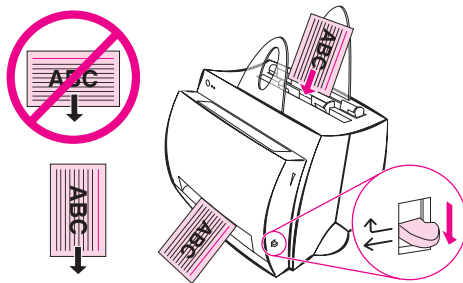


Cover letter followed by document.
Use both input trays.

Printing cards

The HP LaserJet 1100 does not support paper smaller than 76 by 127 mm (3 by 5 in.). Verify cards are not stuck together before loading.

- 1 Adjust the paper output-lever to the down position.
- 2 Load with the narrow side down and the side-to-be-printed facing toward the front of the printer. Adjust the paper guides to fit the card.
- 3 Select the correct card size in the software application being used. (Software settings can override printer properties.)
- 4 Print.



4 Printing tasks

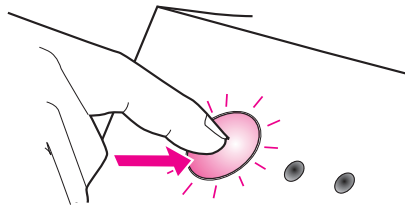
This chapter provides information on the following topics:

- Printing with manual feed
- Printing on both sides of the paper (manual duplexing)
- Printing watermarks
- Printing multiple pages on a single sheet of paper (N-up printing)
- Printing booklets
- Canceling a print job
- Changing print quality settings
- Print using EconoMode (save toner)

Printing with manual feed

Use manual feed when printing mixed media; for example, an envelope, then a letter, then an envelope, and so forth. Load an envelope in the single sheet paper input tray and load letterhead in the multiple-page paper input tray. Also, use manual feed to protect your privacy when printing to a network printer.

To print using manual feed, you must access the printer properties or printer setup in your software application and select **Manual Feed** from the **Source** drop down list. See "[Printer properties \(driver\)](#)." After the setting has been enabled, you must press the **Go** button (blinking) each time to print.



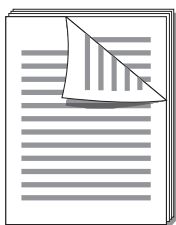
Printing on both sides of the paper (manual duplexing)

To print on both sides of the paper (manual duplexing), you must run the paper through the printer twice. You can print using the paper output bin or the straight-through output path. HP recommends using the paper output bin for light-weight paper. Use the straight-through output path for any heavy media or media that tends to curl when printed, such as envelopes and card stock.

- [Manual duplex using the paper output bin \(standard\)](#)
- [Manual duplex \(special\) heavy-media, card stock](#)

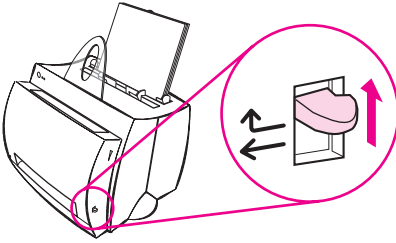
Note

Manual duplexing can cause the printer to become dirty more quickly and reduce print quality. See [“Cleaning the printer”](#) if the printer becomes dirty.



Manual duplex using the paper output bin (standard)

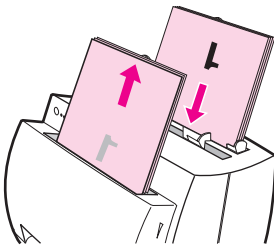
1



1 Adjust the paper-output lever to the up position.

2 Access the printer properties. See “[Printer properties \(driver\)](#).” On the **Finishing** tab, click **Manual Duplex (standard)**, and then click **OK**. Print the document.

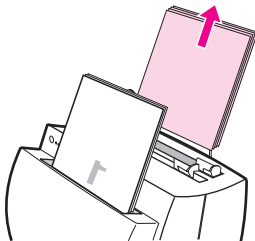
2



3 After side one has been printed, remove the remaining paper from the *paper input tray* and set it aside until after you finish your manual duplexing job.

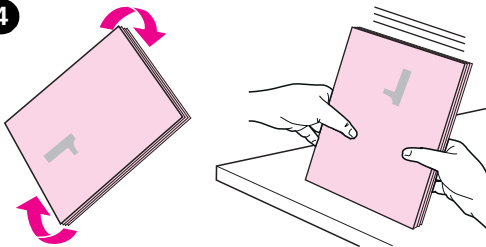
4 Gather up the printed pages from side one, rotate the stack clockwise, and then straighten the stack before placing it back in the paper input tray. Once reloaded, page one should be oriented upside down and located closest to the back of the printer. (The printed side should be facing toward the back of the printer.)

3



Click **OK** (on screen), and then wait for the pages to print.

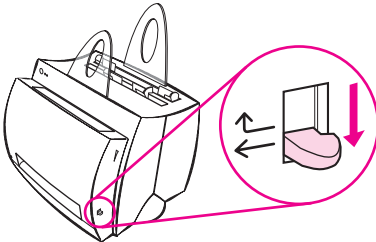
4



Manual duplex (special) heavy-media, card stock

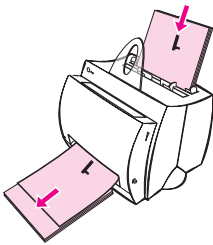
For heavy media (card stock, etc.), use the straight-through output path.

1



1 Adjust the paper-output lever to the down position.

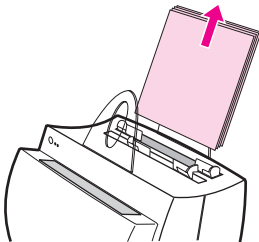
2



2 Access the printer properties. See "[Printer properties \(driver\)](#)." On the **Finishing** tab, click **Manual Duplex (special)**, and then click **OK**. Print the document.

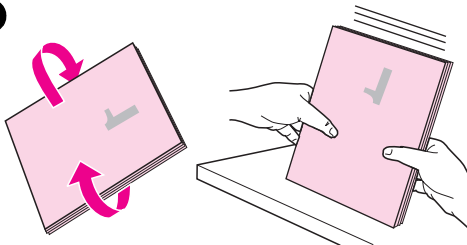
3 After side one has been printed, remove the remaining paper from the *paper input tray* and set it aside until after you finish your manual duplexing job.

3



4 Gather up the printed pages from side one, flip the stack, and then straighten the stack before placing it back in the paper input tray. Once reloaded, page one should be oriented upside down and located closest to the front of the printer. (The printed side should be facing toward the back of the printer.)

4



Click **OK** (on screen), and then wait for the pages to print.

Printing watermarks

The watermark option allows you to print text “underneath” (in the background) of an existing document. For example, you may want to have large gray letters reading “draft” or “confidential” printed diagonally across the first page or all pages of a document.

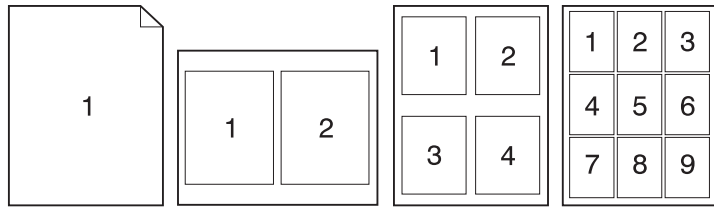


Accessing the watermark feature

- 1 From your software application, access the printer properties. See “[Printer properties \(driver\)](#).”
- 2 On the **Finishing** tab, you can specify the type of **Watermark** you would like to have printed on your document.

Printing multiple pages on a single sheet of paper (N-up printing)

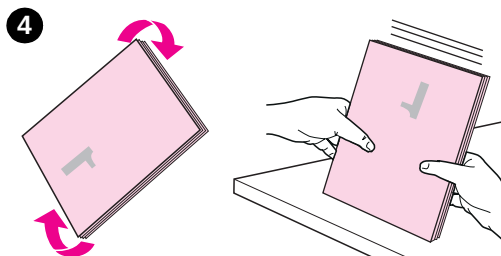
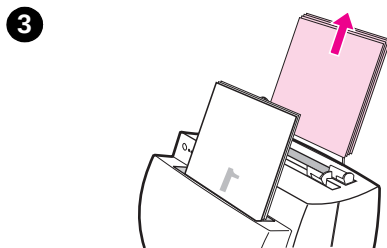
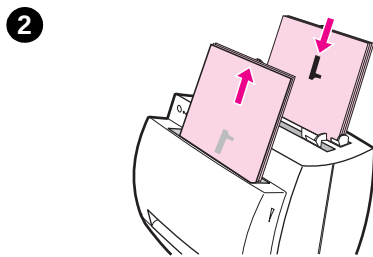
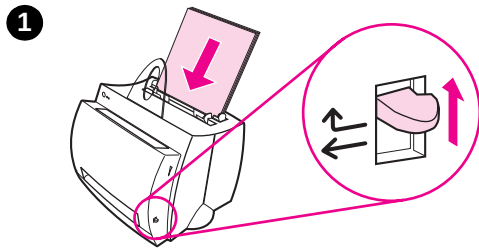
You can select the number of pages you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages will appear decreased in size and will be arranged on the sheet in the order that they would otherwise be printed. Specify up to 9 pages per sheet of paper.



Accessing the multiple pages per sheet feature

- 1 From your software application, access the printer properties. See "[Printer properties \(driver\)](#)."
- 2 On the **Finishing** tab and **Document Options**, you can specify the number of **Pages per sheet** that you would like to have printed.

Printing booklets

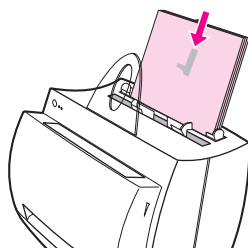


You can print booklets on letter, legal, executive, or A4 size paper.

- 1 Load the paper, and then adjust the paper-output lever to the up position.
- 2 From your software application, access the printer properties. See "[Printer properties \(driver\)](#)." On the **Finishing** tab click **Booklet printing**, and then click **OK**. Print the document.
- 3 After side one has been printed, remove the remaining paper from the paper *input tray*, and set it aside until your booklet job is complete.
- 4 Gather up the pages from side one, rotate them clockwise, and then straighten the stack of paper.

Continued on next page.

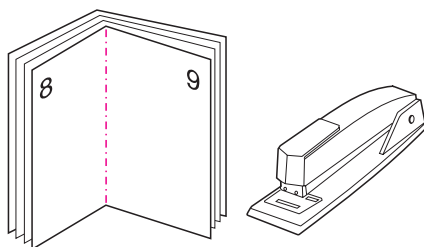
5



5 Place the pages from side one back in the paper input tray. The printed text should be oriented sideways and facing toward the back of the printer. Click **OK** (on screen). The printer will finish printing.

6 Fold and staple the pages.

6



Canceling a print job

A print job can be canceled from a software application or a print queue:

- **Remove remaining paper from the printer:** This will stop the printer immediately. Use either of the next two options after the printer is stopped.
- **Software application:** Typically, a dialog box will briefly appear on your screen allowing you the option to cancel the print job.
- **Print queue:** If a print job is waiting in a print queue (PC memory) or print spooler, delete the job there. Go to your **Printer** screen, either through the *Windows Control Panel* (Windows 3.1x) or through *Start, Settings, Printers* in Windows 9x & NT 4.0. Double-click on the **HP LaserJet 1100** icon to open the window, select your print job, and then press **Delete**.

If the control panel status lights continue to blink after a print job has been canceled, the computer is still sending the job to the printer. Either delete the job from the print queue or wait until the computer has finished sending data. The printer will return to the Ready state.

Changing print quality settings

Print quality settings affect such things as how light or dark the print on the page is and the style in which you would like graphics printed.

You can change the settings in printer properties to accommodate the types of jobs you are printing. The possible settings are as follows:

- Best Quality
- Faster Printing
- LaserJet III Compatibility
- Custom
- EconoMode (Save Toner)

These settings can be accessed on the **Finishing** tab under **Print Quality** settings in the printer properties.

Note

To change the print quality settings for all future print jobs, access the properties through the *Start* menu in your system tray. To change the print quality settings only for the current software application use, access the properties through the *Print Setup* menu in the application from which you are printing. See [“Printer properties \(driver\).”](#)

Print using EconoMode (save toner)

An excellent way to extend the life of your toner cartridge is by using EconoMode. EconoMode uses substantially less toner than normal printing. The printed image is much lighter, but is adequate for printing drafts or proofs.

To enable EconoMode, access the printer **Properties**. On the **Finishing** tab under **Print Quality**, click **EconoMode**.

Note

To enable EconoMode for all future jobs, see [“Printer properties \(driver\).”](#)

5 Scanning tasks

This chapter provides information on the following topics:

- Scanning to fax
- Scanning to e-mail
- Editing scanned text (OCR)
- Storing scanned text or images
- Acquiring an image
- Contrast sensitive originals
- Enhancing the scanned image
- Adding annotations to scanned images
- Canceling scan or copy jobs

Note

Scanning with the correct resolution and gray scale settings for your job is important in order to obtain good results. To learn more about scanner resolution and gray scale, see “[Scanner resolution and gray scale](#).” Also, see the online help: “[Accessing the online help](#).”

Scanning to fax

Scan to fax using the Document Assistant or the LaserJet Document Desktop. You can change the properties for this feature within the LaserJet Toolbox. See "[LaserJet Toolbox](#)."

Using the Fax feature

- 1 Load the original with the narrow-side down and the side-to-be-scanned facing toward the front of the scanner.
- 2 Adjust the paper guides.
- 3 Press the **Scan** button on the scanner.

Windows 9x & NT 4.0

The Document Assistant will launch automatically after the Scan button is pressed.

- 1 Click **Fax** in the Document Assistant.
- 2 The original will scan, and your PC fax software application will launch automatically and prompt for a sending address. Once specified, the fax software application will then print (electronically) the document to the fax port on your PC.

Windows 3.1x

After the Scan button is pressed, the LaserJet Document Desktop will launch automatically and the original will scan.

- 1 Change the image if necessary: crop, scale, add annotations, and etc.
- 2 Click on the image and drag it to the fax icon, or click **File, Send to**, and then **Fax**. Your PC fax software application will launch and prompt for a sending address. Once specified, the fax software application will then print (electronically) the document to the fax port on your PC.

Note

If the fax icon is not present or is not active, either you do not have a fax software application installed on your PC or the application was not recognized by the scanner software during installation. See the online help to create a link to your fax software application: "[Accessing the online help](#)."

Scanning to e-mail

Scan to e-mail using the Document Assistant or the LaserJet Document Desktop. You can change the properties for this feature within the LaserJet Toolbox. See "[LaserJet Toolbox](#)."

Using the E-Mail feature

- 1 Load the original with the narrow-side down and the side-to-be-scanned facing toward the front of the scanner.
- 2 Adjust the paper guides.
- 3 Press the **Scan** button on the scanner.

Windows 9x & NT 4.0

The Document Assistant will launch automatically after the Scan button is pressed.

- 1 Click **E-Mail** in the Document Assistant.
- 2 The original will scan, and your PC e-mail software application will launch with the scanned image automatically attached as a file.

Windows 3.1x

After the Scan button is pressed, the LaserJet Document Desktop will launch automatically and the original will scan.

- 1 Change the image if necessary: crop, scale, add annotations, and etc.
- 2 Click on the image and drag it to the e-mail icon or click **File, Send to**, and then **E-Mail**. Your e-mail software application will launch with the scanned image automatically attached as a file.

Note

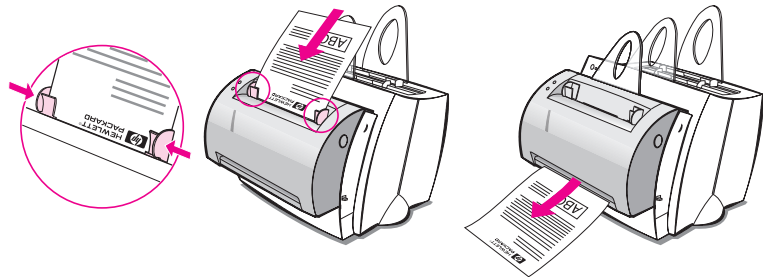
If the e-mail icon is not present or is not active, either you do not have an e-mail software application installed on your PC or the application was not recognized by the scanner software during installation. See the online help to create a link to your e-mail software application: "[Accessing the online help](#)."

Editing scanned text (OCR)

Use the “Edit” feature to edit text. You can edit faxes, letters, meeting notes, newspaper clippings, and many other documents. When editing scanned text, an Optical Character Recognition (OCR) application will read the text and enable you to import it into a word processing program where you can make your edits. You can change the properties for this feature within the LaserJet Toolbox. See [“LaserJet Toolbox.”](#)

Using the OCR feature

- 1 Load the original with the narrow-side down and the side-to-be-scanned facing toward the front of the scanner. If possible, load so that the text is positioned horizontally and upside down; otherwise, you will need to rotate the image.
- 2 Adjust the paper guides.
- 3 Press the **Scan** button on the scanner.



Windows 9x & NT 4.0

The Document Assistant will launch automatically after the Scan button is pressed.

- 1 Click **OCR** in the Document Assistant.
- 2 The original will scan, and your word processing software application will launch automatically with the scanned image optically read and ready to edit.
- 3 Check the spelling in your document.

Windows 3.1x

After the Scan button is pressed, the LaserJet Document Desktop will launch automatically and the original will scan.

- 1 Rotate the image, if necessary.
- 2 Click on the image and drag it to the word processing icon or click **File, Send to**, and then the name of your word processing application. Your word processing software application will launch with the scanned image optically read and ready to edit.
- 3 Check the spelling in your document.

Note

If the word processing icon is not present or is not active, either you do not have a word processing software application installed on your PC or the application was not recognized by the scanner software during installation. See the online help to create a link to your word processing software application: [“Accessing the online help.”](#)

Storing scanned text or images

Your HP software enables you to quickly store scanned images in a directory of your choice, saving you time by providing direct access to your file management system. Store scanned images using the Document Assistant or the LaserJet Document Desktop. You can change the properties for this feature within the LaserJet Toolbox. See "[LaserJet Toolbox](#)."

Using the Store feature

- 1 Load the original with the narrow-side down and the side-to-be-scanned facing toward the front of the scanner.
- 2 Adjust the paper guides.
- 3 Press the **Scan** button on the scanner.

Windows 9x & NT 4.0

The Document Assistant will launch automatically after the Scan button is pressed.

- 1 Click **Store** in the Document Assistant.
- 2 The original will scan, and your word processing software application will launch automatically with the scanned image stored on the desktop.

Continued on next page.

- 3 Change the image if necessary: crop, scale, add annotations, and etc.
- 4 Drag the image to the directory of your choice located on the left side of the LaserJet Document Desktop, or click **File, Move**, and then select a directory to store the file.

Windows 3.1x

After the Scan button is pressed, the LaserJet Document Desktop will launch automatically and the original will scan.

- 1 Change the image if necessary: crop, scale, add annotations, and etc.
- 2 Click on the image and drag it to the directory of your choice located on the left side of the LaserJet Document Desktop, or click **File, Move**, and then select a directory to store the file.

Acquiring an image

You can start a scan from the HP LaserJet Document Desktop. You can also acquire an image from any TWAIN-compliant device, such as a TWAIN-compliant digital camera or scanner (other than the Copier/Scanner). The online help provides more information on how to acquire an image. See “[Accessing the online help.](#)”

Contrast sensitive originals

If scanning or copying an original that has a colored background and text that does not stand out very well, you may need to adjust the contrast. For example, if you scan or copy a yellow receipt with light-gray print, the text may not be legible. Increase the contrast (darken the text) to make the text more legible.



Accessing the contrast feature

Scanning

- **Using the Document Assistant:** Click the **More >>** button.
- **Using the LaserJet Document Desktop:** Select the **Tools** tab, select **Image Enhancement**, and then **Contrast**.

Copying

- **Quick Copies:** From the Document Assistant click the **Tools** button, and then click **Quick Copy Settings**. These settings will remain for all Quick Copies until changed.
- **Full featured copies:** Open the Copier Control Panel.

Enhancing the scanned image

You can make enhancements to scanned images using the LaserJet Document Desktop:

- Rotate and flip
- Straighten
- Invert
- Sharpen
- Clean
- Convert to gray scale
- Adjust contrast
- Crop

Note

The online help provides instructions on how to use these features. See [“Accessing the online help.”](#)

Accessing image enhancement features

From the LaserJet Document Desktop, click **Tools**, and then click **Image Enhancement**.

Adding annotations to scanned images

HP software enables you to modify and create annotations on your scanned images. You can do any of the following to your scanned image:

- Add text
- Add sticky notes
- Highlight text or graphics
- Rubber stamp the image (for example: “confidential”)
- Draw lines and arrows

Note

The online help provides instructions on how to use these features. See [“Accessing the online help.”](#)

Accessing the annotation features

From the LaserJet Document Desktop, click **Tools**, and then click **Annotations**.

Note

To change the annotations settings, click **Tools**, and then click **Annotation Properties**.

Canceling scan or copy jobs

- Cancel copy jobs by pressing both buttons on the scanner control panel simultaneously.
- Click **cancel** in the dialog box on the PC screen.

6 Copying tasks

This chapter provides information on the following topics:

- [Copy overview](#)
- [Making Quick Copies](#)
- [Using the Copier Control Panel](#)
- [Canceling copy jobs](#)

Copy overview

There are two methods you can use to make copies:

- [Making Quick Copies](#)
- [Using the Copier Control Panel](#)

Each method is intended to be used for different purposes.

Making Quick Copies

Quick Copies enable you to quickly make a single copy of a document (up to 20 pages), and your PC does not have to be turned on. You can change the default Quick Copy settings, if necessary, to yield the best looking copies for the type of original you copy most. These settings will be applied to every Quick Copy job until you change them.

Note

For making multiple copies or copies that differ from your most common type of original, use the Copier Control Panel. See [“Using the Copier Control Panel.”](#)

See [“Quick Copy settings”](#) or the online help for more information on changing the default Quick Copy settings. See [“Accessing the online help.”](#)

- 1 Ensure the printer is loaded with paper.
- 2 Load the original document (up to 20 pages) in the scanner paper input tray with the narrow side down and the side-to-be-copied facing toward the front of the scanner. Adjust the paper guides to fit the original. See [“Loading Copier/Scanner originals.”](#)
- 3 Adjust the paper output lever on the printer to accommodate the copy job. Use the paper output bin (lever up) if you are copying to standard weight media. Use the straight-through output path (lever down) if you are copying heavy media.
- 4 Press the **Copy** button on scanner.

Quick Copy settings

You can change the default Quick Copy settings. Quick Copy settings will remain the same for all future Quick Copy jobs, even when the PC is turned off, until you change the defaults again (the PC must be turned on to change the settings). Quick Copy settings include the following:

- Type of originals (combination, text, or photograph)
- Paper size (select the size of your most common original to be copied)
- Contrast

Accessing the Quick Copy settings

- **Windows 9x & NT 4.0:**
 - **Document Assistant:** Click **Tools**, and then **Quick Copy Settings**.
 - **Program Group:** Click **Start, Programs, HP LaserJet 1100**, and then **Quick Copy Settings**.
- **Windows 3.1x:** From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **Quick Copy Settings**.

Using the Copier Control Panel

Use the Copier Control Panel when you wish to do any of the following tasks with your original to be copied:

- Print multiple copies of the same document (load up to 20 pages)
- Deskew
- Remove speckles
- Specify the type of original (the software automatically selects optimum settings for the type of original you specified)
- Scale the image
- Adjust the contrast

Note

The online help provides instructions on how to use these features. See [“Accessing the online help.”](#)

Accessing the Copier Control Panel

Access the Copier Control Panel from the following locations:

Windows 9x & NT 4.0

- **Document Assistant:** Click **Copy**.
- **Program Group:** Click **Start, Programs, HP LaserJet 1100**, and then **Copier Control Panel**.
- **LaserJet Document Desktop:** Click **Tools**, and then **Copier Utility**.

Canceling copy jobs

Cancel copy jobs by pressing both buttons on the scanner control panel simultaneously.

7 Managing the toner cartridge

This chapter provides information on the following subjects:

- [HP toner cartridges](#)
- [Redistributing toner](#)
- [Changing the toner cartridge](#)

HP toner cartridges

HP policy on non-HP toner cartridges

Hewlett-Packard Company cannot recommend use of non-HP toner cartridges, either new, refilled, or remanufactured. Since they are not HP products, HP cannot influence their design or control their quality.

Note

Warranty does not apply to defects resulting from software, interfacing, parts, or supplies not supplied by HP.

Toner cartridge storage

Do not remove the toner cartridge from its package until you are ready to use it. The shelf life of a cartridge in an unopened package is approximately 2.5 years. The shelf life of a cartridge in an opened package is approximately 6 months.

CAUTION

To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

Toner cartridge life expectancy

The life of the toner cartridge depends on the amount of toner that print jobs require. When printing text at 5% coverage, an HP LaserJet 1100 toner cartridge lasts an average of 2,500 pages. This assumes the print density is set to 3 and EconoMode is off. (These are the default settings.)

Recycling toner cartridges

To install a new HP toner cartridge, see [“Changing the toner cartridge”](#) or follow the instructions included in the toner cartridge box. Also, see the recycling information on the toner cartridge box and [“HP Cartridge Recycling Program information.”](#)

Saving toner

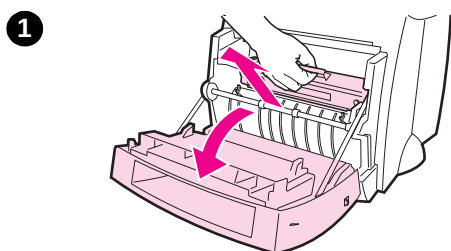
To save toner, select the EconoMode option in your printer properties settings. EconoMode (Save Toner) allows the printer to use less toner on each page. Selecting this option will extend the life of the toner cartridge and reduce your cost per page, but will reduce print quality. See [“Print using EconoMode \(save toner\).”](#)

Redistributing toner

When toner is low, faded or light areas may appear on a printed page. You may be able to temporarily improve print quality by redistributing the toner. The following procedure may allow you to finish the current print job before replacing the toner cartridge.

Note

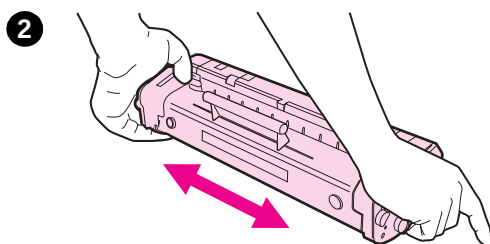
If the scanner is attached, it may be necessary to move the printer to the edge of the work space before opening the printer door in order to get the full range of motion.



- 1 Open the printer door and remove the toner cartridge from the printer.

CAUTION

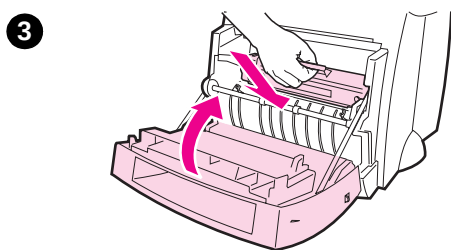
To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it with a sheet of paper.



- 2 Gently shake the toner cartridge from side-to-side to redistribute the toner.

CAUTION

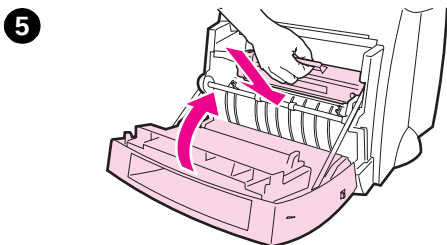
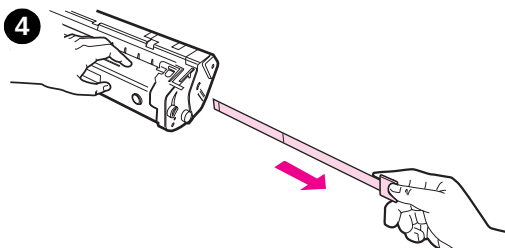
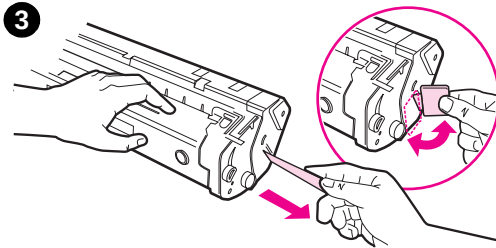
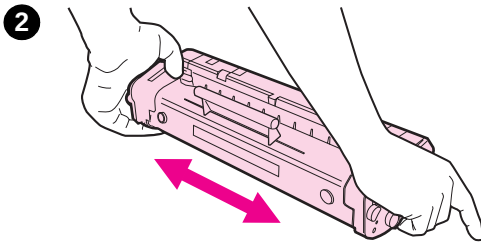
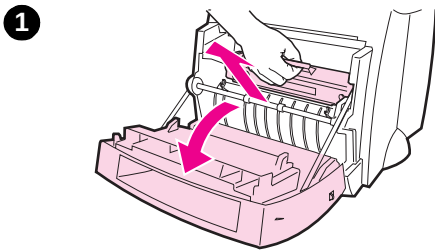
If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. *Hot water sets toner into fabric.*



- 3 Reinsert the toner cartridge into the printer and close the printer door.

If the print remains light, install a new toner cartridge. See [“Changing the toner cartridge.”](#)

Changing the toner cartridge



To change the toner cartridge, follow the instructions below:

Note

If the scanner is attached, it may be necessary to move the printer to the edge of the work space before opening the printer door in order to get the full range of motion.

- 1 Open the printer door and remove the old toner cartridge. See [“Recycling toner cartridges”](#) for recycling information.
- 2 Remove the new toner cartridge from the packaging, and then gently shake it from side to side in order to distribute the toner evenly inside the cartridge.

CAUTION

To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it with a piece of paper.

- 3 Bend the tab on the right side of the cartridge to break it loose.

CAUTION

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. *Hot water sets toner into fabric.*

- 4 Pull the tab until all the tape is removed from the cartridge.
- 5 Insert the toner cartridge in the printer. Be certain that the toner is firmly in position, and then close the printer door.

8 Troubleshooting the printer

This chapter provides information on the following subjects:

- [Finding the solution](#)
- [Improving print quality](#)
- [Cleaning the printer](#)
- [Clearing printer paper jams](#)
- [Resetting the printer](#)

Note

See HP's Web site for software and printer driver updates, frequently asked questions, and additional troubleshooting information. See "[Online services](#)" for your specific Web address.

Finding the solution

Use this section to find the solution to common printer problems. For copying or scanning problems, see [“Finding the solution”](#) in the scanner troubleshooting chapter.

Pages did not print . . .

- **Light patterns:** What light pattern is displayed on the printer control panel? See [“Printer light patterns.”](#)
- **Error messages on screen:** Is there a message on the screen? See [“Error messages on screen.”](#)
- **Paper handling:** Is paper being pulled into the printer incorrectly? Are there paper jams? See [“Paper handling problems.”](#)

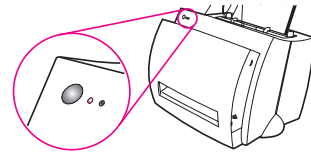
Pages printed; however . . .

- **The print quality was poor:** See [“Improving print quality.”](#)
- **The printed pages do not always appear the same as the screen (print preview):** See [“Printed page is different than what appeared on screen.”](#)

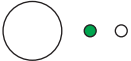
Printer light patterns

Light status legend

-  Symbol for "light off"
-  Symbol for "light on"
-  Symbol for "light blinking"



Control panel light messages

Light status	Condition of the printer	Action
	PowerSave mode (or the printer is off) The printer uses PowerSave mode to conserve energy.	Pressing the Go button on the printer control panel or printing will awaken the printer from PowerSave mode. Check the power cord if the above actions do not generate a response (and the power switch if your printer is powered with 220-240 volts).
	Ready The printer is ready to print.	No action is necessary; however, if you press and release the Go button on the printer control panel, a self-test page will print.
	Processing The printer is receiving or processing data.	Wait for the job to print.
	Buffered data The printer memory is retaining unprinted data.	Press and release the Go button on the printer control panel to print the remaining data.

Control panel light messages (continued)

Light status	Condition of the printer	Action
--------------	--------------------------	--------



Manual feed

The printer is in manual feed mode.

Check that you have loaded the correct paper, then press and release the **Go** button on the printer control panel to print. Manual feed is controlled by the software. If you do not want to be in manual feed mode, change the setting from your printer properties. See [“Printer properties \(driver\).”](#)



Door open, no toner cartridge, or paper jam

The printer is in an error state.

Check the following:

- The printer door is closed.
- The toner cartridge is correctly installed in the printer. See [“Changing the toner cartridge.”](#)
- There are no paper jams. See [“Clearing printer paper jams.”](#)



Paper out

The printer is out of paper.

Load paper into the printer. See [“Loading paper into the printer.”](#)

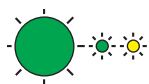


Memory out

The printer ran out of memory in the middle of a print job.

The page being printed may have been too complex for the memory capacity of the printer.

- See [“Memory \(DIMMs\)”](#) to add memory.
- Press and release the **Go** button to print.



Reset/Printer initialization

The printer memory is being reset and all previously sent print jobs are being purged. Or, a printer initialization is taking place. All lights blink for 1/2 of a second or longer if initializing.

No action is necessary. However, you can reset the printer if you press and hold the **Go** button for 5 seconds.

Control panel light messages (continued)

Light status	Condition of the printer	Action
--------------	--------------------------	--------



Fatal error

All lights are on.

- Reset the printer.
 - Turn the printer off and then back on.
 - Contact HP Support. See “[HP Support](#).”
-

Error messages on screen

Error messages on screen

Error Message	Solution
Printer not responding/ error writing to LPT1	Verify the following: ● Ready light is on. ● Power cord and parallel cable are correctly connected. Try the following: ● Disconnect and reconnect the power cord and parallel cable at both ends. ● Use another IEEE-1284 compliant parallel cable.
Cannot access port (in use by another application)	There is a device conflict. This can occur if another printer connected to your computer is running status software. The status software dominates the parallel port on the computer and will not allow the HP LaserJet 1100 to access the port. Try the following: ● Disable all status windows for other printers. ● Verify the port setting is correct for the printer. Access the printer properties; see "Printer properties (driver)". The port settings can be accessed under the properties Details tab in the Printer Properties screen.

Error messages on screen (continued)

Error Message	Solution
Illegal operation/General protection fault/Spool 32 error	This error indicates that a problem occurred in Windows with your computer system resources (memory or hard disk). To clear this error, restart your PC. To help prevent this error from occurring in the future, use some or all of the following recommendations: ● Run fewer applications at the same time. Close (rather than minimize) the applications that you are not using at the current time. Programs such as screen savers, virus checkers, status software, fax/answering software, and menu programs use the resources that you might need in order to print. ● Avoid performing memory intensive tasks such as sending a fax or running a video clip while printing. ● Delete all temp ("file_name.tmp") files from the Temp subdirectories. For example, the subdirectory C:\Windows\Temp. ● Print at 300 dpi rather than 600 dpi. ● Use an alternate print driver (printer software), such as software for the HP LaserJet III. Note: Using a different driver will remove access to some product features.

Paper handling problems

Paper handling problems

Problem	Solution
Paper jam	● Verify you are printing with paper that meets specifications. See “Printer paper specifications.” ● Verify you are printing with paper that is not wrinkled, folded, or damaged. ● See “Clearing printer paper jams.”
Print is skewed (crooked)	● Adjust the paper guides to the width of the paper being printed and try reprinting. See “Printer paper guides” or “Loading paper into the printer.” ● See “Page skew.”
More than one sheet of paper feeds through the printer at one time	● The paper input tray may be overfilled. See “Loading paper into the printer.” Verify the paper is not wrinkled, folded, or damaged.
Printer does not pull paper from the paper input tray	● Verify the printer is not in Manual Feed mode. See “Printer light patterns.” ● The pickup roller may be dirty or damaged. See “Cleaning the pickup roller” or “Changing the pickup roller.”
Printer made my paper curl	● Adjust the paper output lever to the down position to print using the straight-through output path. See “Printer paper output paths” or “Printing media.” ● See “Curl or wave.”
The printer does not output the printed paper to the correct path	Adjust the paper output lever to reflect your desired paper output path. See “Printer paper output paths.”

Printed page is different than what appeared on screen

Printed page problems

Problem	Solution
Print job prints extremely slow	The maximum speed of the printer is 8 pages per minute, which cannot be exceeded. This speed is measured using "Letter" sized paper. "Letter" is a U.S. standard paper size, which is smaller than European A4. Your print job may be very complex. Try the following: ● Reduce the complexity of your document (reduce the number of multiple graphics, and etc.). ● Change setting in the printer properties to "Faster Printing." See "Printer properties (driver)." ● Add printer memory. See "Installing DIMMs (memory)."
Garbled, incorrect, or incomplete text	The parallel cable may be loose or defective. Try the following: ● Disconnect the parallel cable and reconnect it. ● Try printing a print job that you know works. ● If possible, attach the cable and printer to another computer and try printing a print job that you know works. ● Try using a new IEEE-1284 compliant parallel cable. See "Accessories and ordering information." The wrong printer driver may have been selected while installing the software. Verify the HP LaserJet 1100 is selected in the printer properties. The software application may be malfunctioning. Try printing from another software application.

Printed page problems (continued)

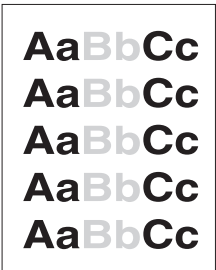
Problem	Solution
Missing graphics or text	The file may have blank pages. Try the following: ● Check the file to make sure that your file does not contain blank pages. The graphic settings in the printer properties may not be correct for the type of job you are printing: ● Try a different graphic setting in the printer properties. To access the printer properties, see “Printer properties (driver).” The printer driver may not work for the type of job you are printing. ● Try using a different printer driver (software) such as the driver for the HP LaserJet III. Note: Using a different driver will remove access to some product features.
Page format changed	If the document was created while using an older or different printer driver (printer software) or the printer properties settings in the software are different, the page format may change when trying to print using your new printer driver or settings. To help eliminate this problem, try the following: ● Create documents and print them using the same printer driver (printer software) and printer property settings regardless of the HP LaserJet printer to which you are printing. ● Change your printer property settings. Try changing resolution, paper size, font settings, and other settings. See “Printer properties (driver).”
Graphics quality	The graphics settings may be unsuitable for your print job. ● Check graphic settings in the printer properties and adjust them as necessary, such as resolution. See “Printer properties (driver).” ● Try using a different printer driver (software) such as the driver for the HP LaserJet III. Note: Using a different driver will remove access to some product features.

Improving print quality

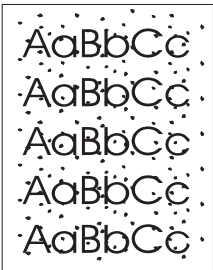
This section provides information on the following topics:

- Image defect examples
- Correcting print defects

Image defect examples



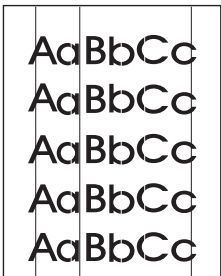
Light print or fade



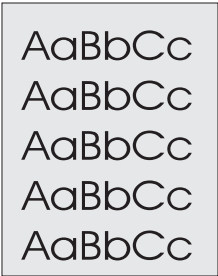
Toner specks



Dropouts



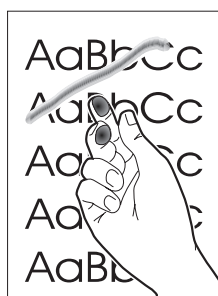
Vertical lines



Gray background



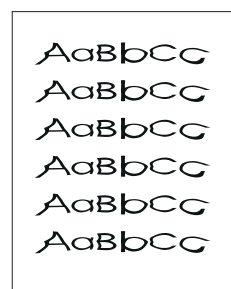
Toner smear



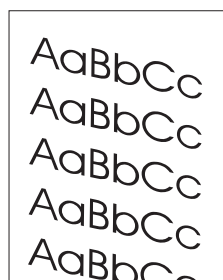
Loose toner



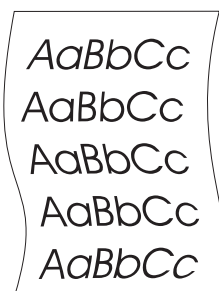
Vertical repetitive defects



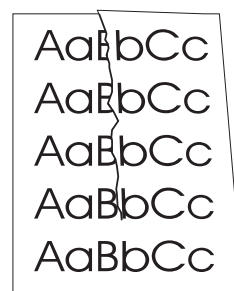
Misformed characters



Page skew



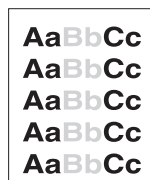
Curl or wave



Wrinkles or creases

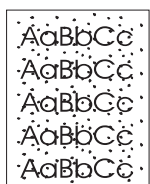
Correcting print defects

Light print or fade



- The toner supply is low. You may be able to temporarily extend the toner cartridge life. See [“Managing the toner cartridge.”](#)
- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See [“Printer paper specifications.”](#)
- If the whole page is light, the print density adjustment is too light or EconoMode may be on. Adjust the print density and disable EconoMode within the printer properties. See [“Print using EconoMode \(save toner\).”](#)

Toner specks



- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See [“Printer paper specifications.”](#)
- The printer may need to be cleaned. See [“Cleaning the printer”](#) or [“Cleaning the printer paper path.”](#)

Dropouts

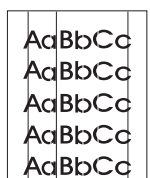


- A single sheet of paper may be defective. Try reprinting the job.
- The moisture content of the paper is uneven or the paper has moist spots on its surface. Try printing with new paper. See [“Printer paper specifications.”](#)
- The paper lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different kind or brand of paper.
- The toner cartridge may be defective. See [“Managing the toner cartridge.”](#)

Note

If these steps do not correct the problem, contact an HP-authorized dealer or service representative.

Vertical lines



- The photosensitive drum inside the toner cartridge has probably been scratched. Install a new HP toner cartridge. See [“Changing the toner cartridge.”](#)



Gray background

- Decrease the print density setting. This will decrease the amount of background shading. Access this setting under “[Printer properties \(driver\)](#).”
- Change the paper to a lighter basis weight. See “[Printer paper specifications](#).”
- Check the printer’s environment; very dry (low humidity) conditions can increase the amount of background shading.
- Install a new HP toner cartridge. See “[Changing the toner cartridge](#).”



Toner smear

- If toner smears appear on the leading edge of the paper, the paper guides may be dirty. Wipe the paper guides with a dry, lint-free cloth. See “[Printer components](#)” or “[Cleaning the printer](#).”
- Check the paper type and quality.
- Try installing a new HP toner cartridge. See “[Changing the toner cartridge](#).”



Loose toner

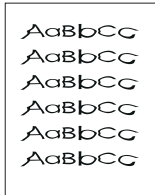
- Clean the inside of the printer. See “[Cleaning the printer](#).”
- Check the paper type and quality. See “[Printer paper specifications](#).”
- Try installing a new HP toner cartridge. See “[Changing the toner cartridge](#).”

Vertical repetitive defects



- The toner cartridge may be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP toner cartridge. See “[Changing the toner cartridge](#).”
- Internal parts may have toner on them. See “[Cleaning the printer](#).” If the defects occur on the back of the page, the problem will likely be corrected after a few more printed pages.

Misformed characters



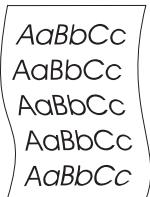
- If characters are improperly formed, producing hollow images, the paper stock may be too slick. Try a different paper. See [“Printer paper specifications.”](#)
- If characters are improperly formed, producing a wavy effect, the laser scanner may need service. Verify that characters are improperly formed on a self-test page. If so, contact an HP-authorized dealer or service representative. See [“Service and support.”](#)

Page skew



- Make sure the paper or other media is loaded correctly and that the guides are not too tight or too loose against the paper stack. See [“Loading paper into the printer.”](#)
- The paper input bin may be too full. See [“Loading paper into the printer.”](#)
- Check the paper type and quality. See [“Printer paper specifications.”](#)

Curl or wave



- Check the paper type and quality. Both high temperature and humidity will cause paper to curl. See [“Printer paper specifications.”](#)
- The paper may have sat for too long in the paper input tray. Turn over the stack of paper in the tray. Also, try rotating the paper 180° in the paper input tray.
- Try printing using the straight-through output path. See [“Printer paper output paths.”](#)

Wrinkles or creases



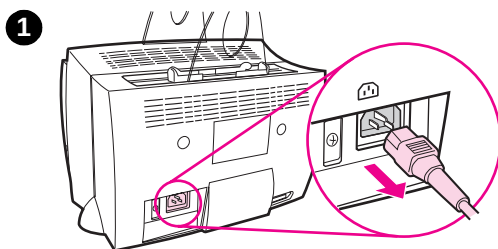
- Make sure that paper is loaded properly. See [“Loading paper into the printer.”](#)
- Check the paper type and quality. See [“Printer paper specifications.”](#)
- Try printing using the straight-through output path. See [“Printer paper output paths.”](#)
- Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.

Cleaning the printer

During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing. The printer has two cleaning modes that can correct and prevent these types of problems:

- Cleaning the toner cartridge area
- Cleaning the printer paper path

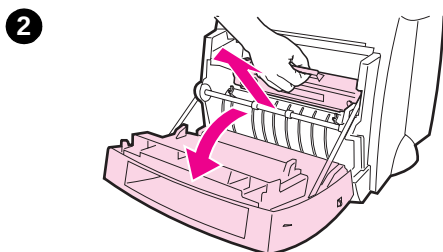
Cleaning the toner cartridge area



Cleaning the toner cartridge area is not necessary on a regular basis. Before cleaning, look for excessive toner in the compartment.

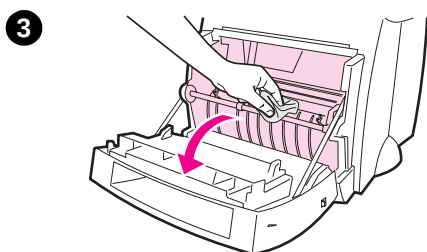
WARNING!

Before cleaning the printer, turn the printer off by unplugging the power cord, and then wait for the printer to cool.



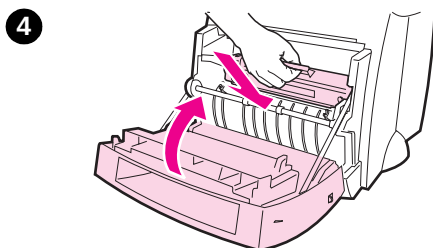
1 Turn the printer off by unplugging it, and then wait for the printer to cool.

2 Open the printer door and remove the toner cartridge.



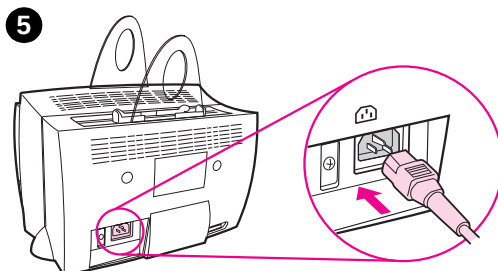
CAUTION

To prevent damage, do not expose the toner cartridge to light for more than a few minutes. Cover it if necessary. Also, do not touch the black-sponge, transfer roller inside the printer. By doing so, you can damage the printer.

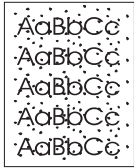


3 With a **dry**, lint-free cloth, wipe any residue from the paper path area and the toner cartridge cavity.

4 Replace the toner cartridge and close the printer door.



5 Plug the power cord back into the printer.



Cleaning the printer paper path

This process uses copier-grade paper to remove dust and toner from the paper path. Do not use bond or rough paper. Use this process if you are experiencing toner specks or dots on printouts. This process will produce a page with toner debris, which should be discarded.

- 1 Ensure the printer is loaded with paper.
- 2 Ensure the printer is in the Ready state.
- 3 Press and hold the **GO** button for 20 seconds (if released before 20 seconds the printer will perform a reset). Paper will feed through the printer.

Note

After holding the **GO** button for 20 seconds, each of the three printer lights will blink until the cleaning process is complete.

Clearing printer paper jams

Occasionally, paper becomes jammed during a print job. Some of the causes include the following:

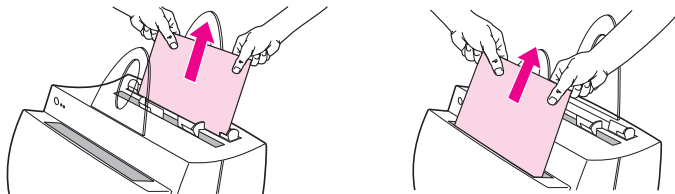
- The paper input trays are loaded improperly or overfilled. See [“Loading paper into the printer.”](#)
- The paper output path is changed during rather than before a print job.
- Media that does not meet HP specifications is used. See [“Printer paper specifications.”](#)

Note

Always remove all paper from the paper input tray and straighten the stack when new paper is added. This helps prevent multiple sheets of paper from feeding through the printer at one time and reduces paper jams. See the sticker which you placed on the printer while setting up the hardware.

You will be notified of a paper jam by an error in the software and the printer control panel lights. See [“Printer light patterns.”](#)

Typical paper jam locations



- **Toner cartridge area:** See [“Removing a jammed page.”](#)
- **Paper input tray areas:** If the page is still sticking out of the paper input tray, pull the page from the paper input tray until it is fully removed. If the page cannot be removed in this way, see [“Removing a jammed page.”](#)
- **Paper output paths:** If the page is sticking out of the paper output bin or path, pull it until it is fully removed. If the page cannot be removed in this way, see [“Removing a jammed page.”](#)

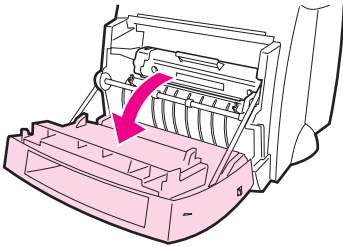
Note

Loose toner may remain in the printer after a paper jam. This will clear after a few sheets have printed.

Removing a jammed page

If the scanner is attached to the printer, you may need to pull the printer to the edge of the work space so the door hangs over the edge to enable full door extension.

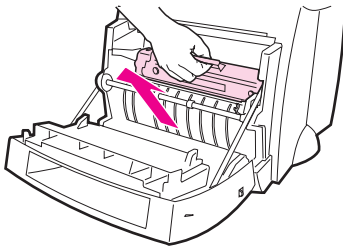
1



1 Open the printer door. If the paper can be removed without removing the toner cartridge, do so; see step 3. Otherwise, continue with step 2.

2 Remove the toner cartridge and place it aside, covering it with a sheet of paper.

2



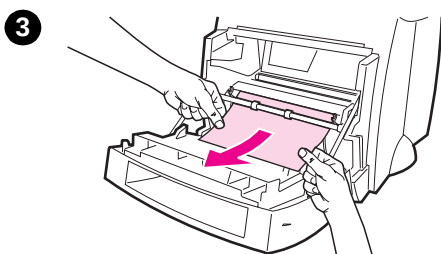
CAUTION

Paper jams in this area may result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into fabric.*

CAUTION

To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover it with a sheet of paper.

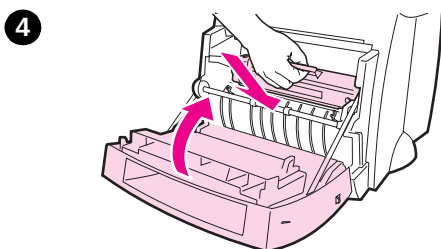
Continued on next page.



- 3 With both hands, grasp the side of the paper that is most visible (this includes the middle) and then carefully pull it free from the printer.

Note

If the paper tears, see “[Paper jam: removing torn pieces of paper.](#)”



- 4 When the jammed paper has been removed, replace the toner cartridge and close the printer door.

Note

If you had to move the printer to the edge of the desk to accommodate the scanner, check the printer cable and power connections to ensure they are securely fastened.

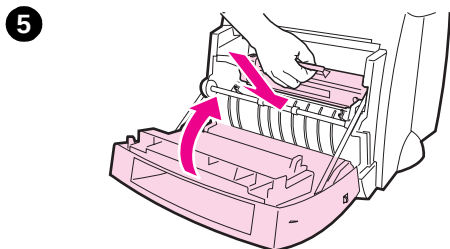
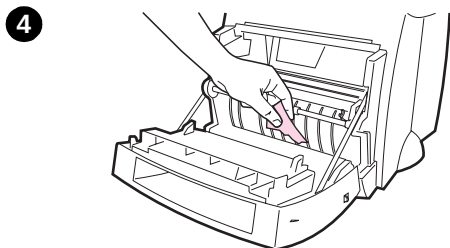
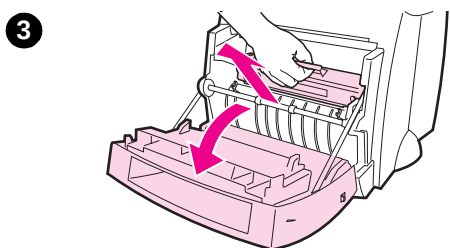
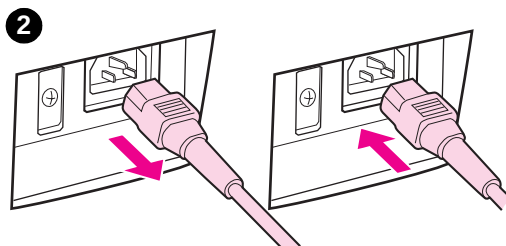
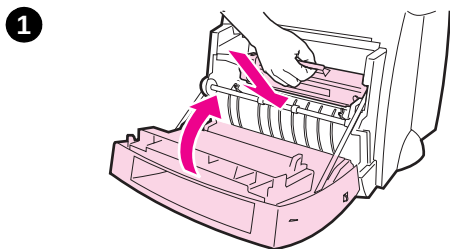
You may need to reset the printer after clearing a paper jam. See “[Resetting the printer.](#)”

Note

Remove all paper from the paper input tray and straighten the stack when new paper is added.

Paper jam: removing torn pieces of paper

Sometimes a piece of jammed paper can tear when being removed. Use the following procedure to remove any small pieces of paper left in the printer.



- 1 Make sure the toner cartridge is installed and the printer door is closed.
- 2 Turn the printer off and then back on. As the printer restarts, the rollers will advance the piece(s) of paper.

Note

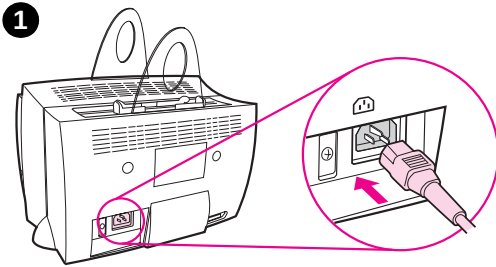
Printers powered by 220-240 volts can be turned off and on with the switch. See [“Turning the power off.”](#)

- 3 Open the printer door and remove the toner cartridge.
- 4 Remove the piece(s) of paper.
- 5 Reinstall the toner cartridge and close the printer door.

If the paper does not come out, repeat steps 1 through 5.

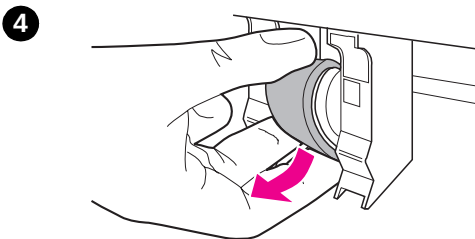
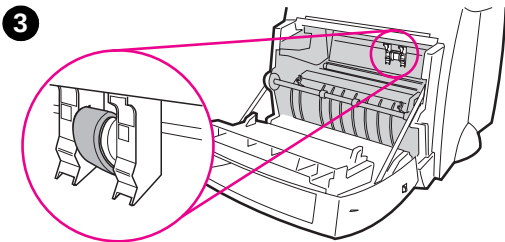
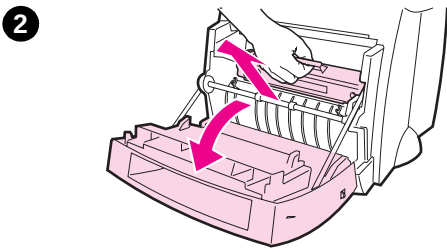
Changing the pickup roller

If the printer regularly mispicks (no paper is fed through or more than one sheet feeds through), you may need to change or clean the pickup roller. See [“Accessories and ordering information”](#) to order a new pickup roller.

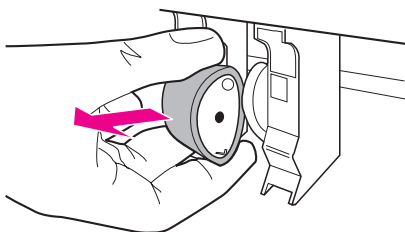


- 1 Unplug the power cord from the printer, and then allow the printer to cool.
- 2 Open the door and remove the toner cartridge.
- 3 Locate the pickup roller.
- 4 Rotate the bottom of the pickup roller towards the front of the printer.

Continued on next page.

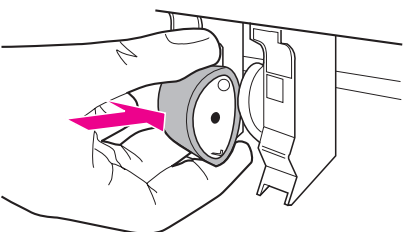


5



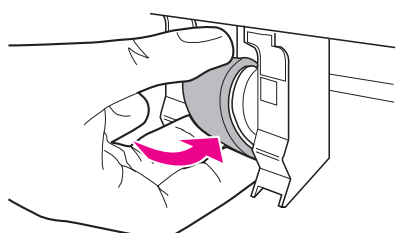
5 Gently pull the pickup roller straight out.

6



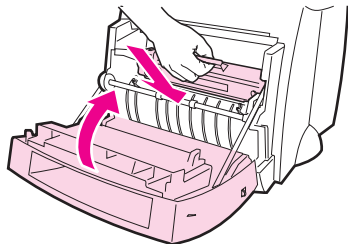
6 Position the new part within the slot of the old pickup roller.

7



7 Rotate the bottom of the new pickup roller towards the back of the printer.

8



8 Reinstall the toner cartridge and close the printer door.

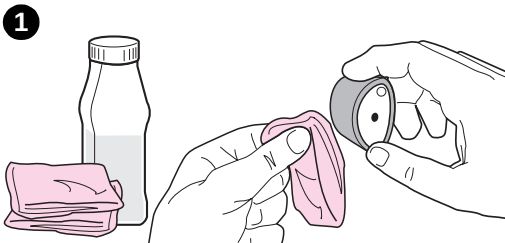
Note

Plug the printer in to turn it back on.

Cleaning the pickup roller

If you wish to clean the pickup roller rather than replace it, follow the instructions below:

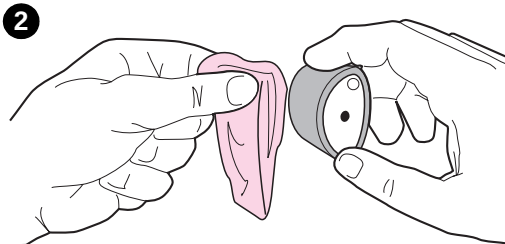
Remove the pickup roller as described in [“Changing the pickup roller.”](#)



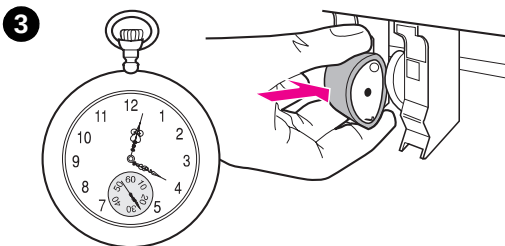
- 1 Dab a lint-free cloth in isopropyl alcohol, and then scrub the roller.

WARNING!

Alcohol is flammable. Keep the alcohol and cloth away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.



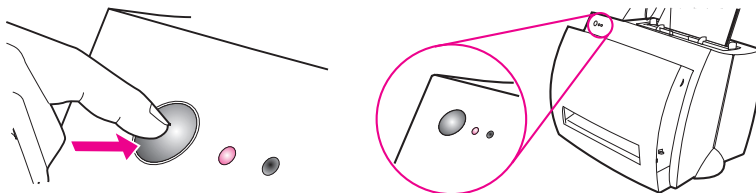
- 2 Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.



- 3 Allow the pickup roller to completely dry before reinstalling it in the printer.

Resetting the printer

To reset the printer, press and hold the **Go** button on the printer control panel for 5 seconds.



9 Troubleshooting the Copier/Scanner

This chapter provides information on the following subjects:

- [Finding the solution](#)
- [Improving scan/copy quality](#)
- [Calibrating the scanner](#)
- [Cleaning the scanner](#)
- [Clearing scanner jams](#)
- [Removing the scanner](#)

Finding the solution

Use this section to find the solution to common scanner problems.

Scanning problems

- The scanner did nothing
- No preview appeared on screen
- Scanned image is of poor quality
- Part of the image did not scan or is missing text
- The text cannot be edited
- The scan takes too long
- Error messages appear on the screen

Copying problems

- No copy came out or the scanner did nothing
- Copies are blank, missing images, or faded

The scanner did nothing

Is the scanner correctly connected and latched to the printer?

The scanner must be connected and the attachment lever latched. See the Quick Reference Guide for attachment instructions. See [“Removing the scanner”](#) for instructions on removing the scanner.

CAUTION

To prevent damage, unplug the printer before checking the scanner connection.

Have you printed a self-test page to verify the scanner is recognized by the printer?

Verify the scanner is installed by printing a self-test page. See [“Printing a self-test page.”](#) On the lower-left hand corner of the self-test page, the text will read: “Scanner Installed: Yes.” If the text reads “No” instead, reboot your PC. If that does not work, reinstall the HP LaserJet 1100 software. See the Quick Reference Guide included with the HP LaserJet 1100A Printer•Copier•Scanner for software installation instructions.

Is the wrong printer selected?

Verify the HP LaserJet 1100 is selected as the current printer when you print. You may have to click **Setup** in the print screen to see which printer is being used. Specify HP LaserJet 1100 if necessary.

Did you send a print or copy job before attempting to scan?

If a print or copy job was sent before attempting to scan, the scan will occur after the other job is finished. The print job may still be in the queue. Check the light status on the printer. See [“Printer light patterns.”](#)

Is the printer parallel cable working and connected correctly?

The parallel cable may be defective. Try the following:

- Disconnect and then reconnect the parallel cable.
- Try printing a print job you know prints.
- If possible, attach the cable and printer to another PC and print the job that you know prints.
- Try using a new IEEE-1284 compliant parallel cable. See [“Accessories and ordering information.”](#)

Do you have other devices running on your computer?

The HP LaserJet 1100A Printer•Copier•Scanner may not share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 1100A, the other devices may be interfering. You must disconnect the other devices to connect and use the HP LaserJet 1100A or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see the documentation that came with your PC for information on installing an additional parallel interface card or resolving device conflicts.

No preview appeared on screen

Are you currently copying or printing?

Wait for the copy or print job to be completed before scanning.

Is the original loaded correctly?

Verify the original is loaded correctly: narrow side first, top down in the scanner paper input tray with the side-to-be scanned facing forward.

See [“Loading Copier/Scanner originals.”](#)

Is the scanner correctly connected and latched to the printer?

The scanner must be connected and the attachment lever latched.

See the Quick Reference Guide included with your scanner for attachment instructions. See [“Removing the scanner”](#) for instructions on removing the scanner.

CAUTION

To prevent damage, unplug the printer before checking the scanner connection.

Is the wrong printer selected?

Verify the HP LaserJet 1100 is selected as the current printer when you print.

Scanned image is of poor quality

Is the original a second generation photo or picture?

Reprinted photographs, such as in newspapers or magazines, are printed using tiny dots of ink that make an interpretation of the original photograph; thus, the quality is dramatically decreased. Often, the ink dots form unwanted patterns that, when scanned and reprinted or displayed, can be detected. If the following suggestions do not provide a solution, you may need to use a better-quality version of the original.

- Try to eliminate the patterns by reducing the scanned image size. See [“Enhancing the scanned image.”](#)
- Print the scanned image to see if the quality is better. See below.
- Try recalibrating the scanner. See [“Calibrating the scanner.”](#)
- Verify your resolution and gray-scale settings are correct for the type of scan job you are performing. See [“Scanner resolution and gray scale.”](#)

Is the image quality better when printed?

The image displayed on screen is not always an accurate representation of the quality of the scan.

- Try adjusting the settings on your PC monitor to display more colors (or levels of gray). Typically, this is adjusted by selecting “Display” found in the Control Panel. See the documentation that came with your PC.
- Try adjusting the resolution and gray-scale settings in the scanner software. To learn more about these settings, see [“Scanner resolution and gray scale.”](#)

Is the image skewed (crooked)?

The original may have been loaded incorrectly. It is important to use the paper guides when loading originals. See [“Loading Copier/Scanner originals.”](#)

Does the scanned image have unwanted blots, lines, vertical white stripes, or any other defect?

See [“Improving scan/copy quality.”](#)

Is the scanner dirty?

If the scanner is dirty, the image produced will not have optimum clarity. See [“Cleaning the scanner.”](#)

Do graphics appear different from the original?

The graphics settings may not be suitable for the type of scan job you are performing. Try changing the graphics settings. Access these settings through the printer properties (driver). See [“Printer properties \(driver\).”](#)

Part of the image did not scan or is missing text

Was the original loaded correctly?

Verify you loaded the original correctly. See [“Loading Copier/Scanner originals.”](#)

Does the original have a colored background?

Colored backgrounds can cause images in the foreground to blend too much. Try adjusting the settings before scanning or enhancing the image after it has been scanned. See [“Contrast sensitive originals.”](#) Also see [“Scanner resolution and gray scale.”](#)

Is the original longer than 762 mm (30 in.)?

The maximum scannable length is 762 mm (30 in.). If the page exceeds the maximum length, the scanner will stop.

CAUTION

Do not try to pull the original out of the scanner, or you may damage the scanner or your original. See [“Clearing scanner jams.”](#)

Is the original too small?

The minimum size supported in the Copier/Scanner for the HP 1100 is 50.8 by 90 mm (2 by 3.5 in.). The original may be jammed. See [“Clearing scanner jams.”](#)

Are you using the Document Assistant?

Your default property settings for the Document Assistant may be set to automatically perform a specific task other than the one you are attempting. For example, the Document Assistant can be set to automatically perform a scan to e-mail; thus your image will not show up on screen but instead will be attached to an e-mail message as a file. See the online help for instructions on changing the Document Assistant properties. See [“Accessing the online help.”](#)

The text cannot be edited

Have you specified either the Document Assistant or the LaserJet Document Desktop to *Edit* text (OCR)?

Text remains as a single image until it is run through the OCR (Optical Character Recognition) application, which will convert the single image into text you can edit. See [“Editing scanned text \(OCR\).”](#)

Is the correct word-processing application linked with the OCR application?

Your OCR application may be linked to a word processing application that does not perform this task. See the HP online help for information on linking applications.

Does the original have text that is tightly spaced?

The OCR application may have difficulty recognizing text that is tightly spaced. For example, the text run through the OCR application may have combined characters such as **rn** appearing as **m** or letters may be left out.

Is the original of poor quality?

The accuracy of the OCR application depends on the quality, size, and structure of the original and the quality of the scan itself. Verify your original is of good quality.

Does the original have a colored background?

Colored backgrounds can cause images in the foreground to blend too much. Try adjusting the settings before scanning or enhancing the image after it has been scanned. See [“Contrast sensitive originals.”](#) Also see [“Scanner resolution and gray scale.”](#)

The scan takes too long

Do you have your resolution and gray scale set too high?

Having the resolution and gray scale set high will cause the scan job to take longer and will result in larger files. Scanning or copying with the correct resolution and gray scale settings for your job is important to obtain good results. To learn more about resolution and gray scale, see "[Scanner resolution and gray scale](#)."

Did you send a print or copy job before attempting to scan?

If a print or copy job was sent before attempting to scan, the scan will occur after the other job is finished.

Is your printer set for bi-directional communication?

See the documentation that came with your PC to change bios settings.

Error messages appear on the screen

Unable to activate TWAIN source

- If you are *acquiring* an image from another device, such as a digital camera or another scanner, make sure the other device is TWAIN compliant. Non-TWAIN-compliant devices do not work with the HP LaserJet 1100A Printer•Copier•Scanner software.
- Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your PC. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have an SPP-(bi-directional) or ECP-compliant parallel port on your computer. An SPP parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, please see the documentation that came with your PC.
- The HP LaserJet 1100A Printer•Copier•Scanner may not share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 1100A, the other device may interfere. You must disconnect the other device to connect and use the HP LaserJet 1100A or you must use two parallel ports on the PC. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see the documentation that came with your PC for information on installing an additional parallel interface card or resolving device conflicts.

No copy came out or the scanner did nothing

Is paper loaded in the printer paper input tray?

Load paper in the printer. See [“Loading paper into the printer.”](#)

Is the original loaded correctly?

Verify the original is loaded correctly: narrow side first and top down in the scanner paper input tray. See [“Loading Copier/Scanner originals.”](#)

Is the scanner correctly connected and latched to the printer?

The scanner must be connected and the attachment lever latched. See the Quick Reference Guide for attachment instructions. See [“Removing the scanner”](#) for instructions on removing the scanner.

CAUTION

To prevent damage, unplug the printer before checking the scanner connection.

Is the wrong printer selected?

Verify that the HP LaserJet 1100 is selected as the current printer when you print. You may have to click **Setup** in the print screen to see which printer is being used. Specify HP LaserJet 1100 if necessary.

Have you printed a self-test page to verify the scanner is recognized by the printer?

Verify the scanner is installed by printing a self-test page. See [“Printing a self-test page.”](#) On the lower-left hand corner of the self-test page, the text will read: “Scanner Installed: Yes.” If the text reads “No” instead, reboot your PC. If that does not work, reinstall the HP LaserJet 1100 software. See the Quick Reference Guide included with the HP LaserJet 1100A Printer•Copier•Scanner for software installation instructions.

Did you send a print job before attempting to copy?

If a print job was sent before the copy job, the copy will be made after the print job is finished.

Copies are blank, missing images, or faded

Are you making a Quick Copy when you should be using the Copier Control Panel?

The Quick Copy settings may not produce good results for the type of copy job you are attempting. See [“Copy overview.”](#)

Is the protective tape still on the printer toner cartridge?

Each new toner cartridge is packaged with protective plastic tape. See [“Changing the toner cartridge”](#) to verify the protective tape has been removed.

Is the toner cartridge low on toner?

Copies are made using the printer, so if the toner cartridge is low on toner, the copies will be faded. The life of the toner cartridge may be extended. See [“Redistributing toner.”](#)

Is the wrong printer selected?

Verify the HP LaserJet 1100 is selected as the current printer when you print. You may have to click on **Setup** in the print screen to see which printer is being used. Specify HP LaserJet 1100 if necessary.

If the problem is software related, access the online help. See [“Accessing the online help.”](#)

Is the original of poor quality?

The accuracy of the copy depends on the quality and size of the original. If your original is too light, the copy may not be able to compensate, even if the contrast is adjusted. Try adjusting the contrast with the Copier Control Panel. See [“Using the Copier Control Panel.”](#)

Does the original have a colored background?

Colored backgrounds can cause images in the foreground to blend too much or the background to appear in a different shade. Try adjusting the settings before copying or enhancing the image after it has been copied with the Copier Control Panel. See [“Using the Copier Control Panel.”](#) Also see [“Scanner resolution and gray scale.”](#)

Is the original longer than 762 mm (30 in.)?

The maximum scannable length is 762 mm (30 in.). If the page exceeds the maximum length, the scanner will stop.

CAUTION

Do not try to pull the original out of the scanner because you may damage the scanner or your original. See [“Clearing scanner jams.”](#)

Is the original too small?

The minimum size supported in the HP 1100 Copier/Scanner is 50.8 by 90 mm (2 by 3.5 in.). The original may be jammed. See [“Clearing scanner jams.”](#)

Improving scan/copy quality

This section provides information on the following topics:

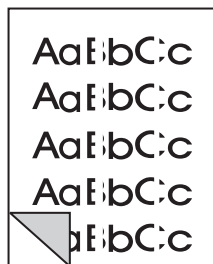
- [Preventative steps](#)
- [Image defect examples](#)
- [Correcting scan/copy defects](#)

Preventative steps

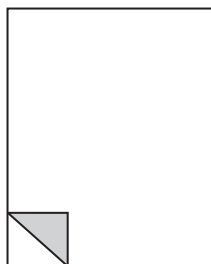
There are a few, simple steps you can take to improve scan quality:

- Load the paper or media correctly. If the paper is loaded incorrectly, it may skew, causing unclear images and problems with the OCR application. See "[Loading Copier/Scanner originals](#)."
- Adjust the software settings according to the end use of the image you will receive from scanning or copying. See "[Enhancing the scanned image](#)" and "[Scanner resolution and gray scale](#)."
- Use quality originals.

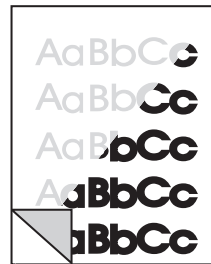
Image defect examples



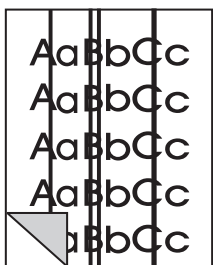
Vertical white stripes



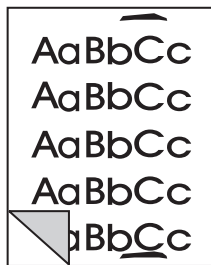
Blank pages



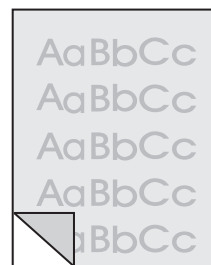
Too light or dark



Unwanted lines



Black dots or streaks



Unclear text

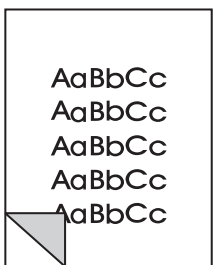
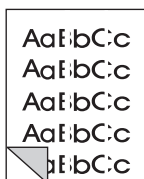


Image prints at reduced size

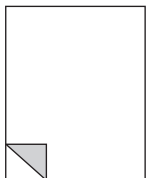
Correcting scan/copy defects

Vertical white stripes



- The scanner may need recalibrated. See [“Calibrating the scanner.”](#)
- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See [“Printer paper specifications.”](#)

Blank pages



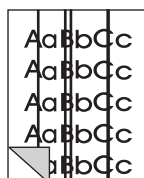
- The original may have been loaded backwards. Load the original with the narrow side down and the side-to-be-scanned facing toward the front of the scanner. See [“Loading Copier/Scanner originals.”](#)
- The paper may not meet HP’s paper specifications (for example, the paper is too moist or too rough). See [“Printer paper specifications.”](#)

Too light or dark



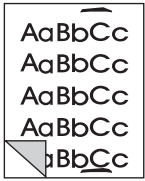
- Try adjusting the settings.
 - Copier Control Panel: see [“Using the Copier Control Panel.”](#)
 - Quick Copy settings: see [“Quick Copy settings.”](#)
 - Verify you have the correct resolution and gray-scale settings. See [“Scanner resolution and gray scale.”](#)
- You may need to change the properties settings for the associated function in the Document Assistant or the HP Document Desktop. Learn about these settings in the online help. See [“Accessing the online help.”](#)
- See [“Calibrating the scanner.”](#)

Unwanted lines



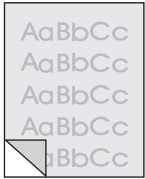
- There may be ink, glue, correction fluid, or an unwanted substance on the scanner sensor. Try cleaning the scanner. See [“Cleaning the scanner.”](#)
- The scanner may need recalibrated. See [“Calibrating the scanner.”](#)

Black dots or streaks



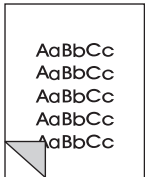
- There may be ink, glue, correction fluid, or an unwanted substance on the scanner sensor. Try cleaning the scanner. See [“Cleaning the scanner.”](#)

Unclear text



- Try adjusting the settings.
 - Copier Control Panel: see [“Using the Copier Control Panel.”](#)
 - Quick Copy settings: see [“Quick Copy settings.”](#)
 - Verify you have the correct resolution and gray-scale settings. See [“Scanner resolution and gray scale.”](#)
- You may need to change the properties settings for the associated function in the Document Assistant or the HP Document Desktop. Learn about these settings in the online help. See [“Accessing the online help.”](#)

Image prints at reduced size



- The HP software settings may be set to reduce the scanned image. See the following:
 - [“LaserJet Toolbox”](#) to change the settings in the Document Assistant and the LaserJet Document Desktop.
 - [“Quick Copy settings”](#) to change the settings for Quick Copies.
 - [“Using the Copier Control Panel”](#) to change the settings for the Copier Control Panel.

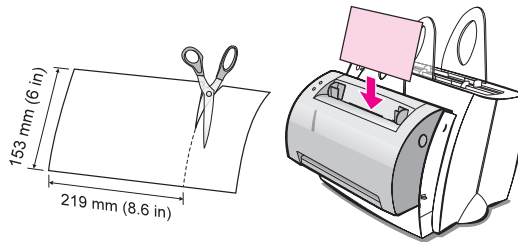
Calibrating the scanner

If images are showing defects, the scanner may need to be calibrated. First verify the problem is not printer related. If the problem is not printer related, clean the scanner. See "[Cleaning the scanner](#)." If image defects persist, then calibrate the scanner. To access the calibration utility, see "[Accessing the Calibration utility](#)."

- 1 Create a page that measures 219 mm by at least 153 mm (8.6 in. by at least 6 in.). Use bright, white paper.
- 2 Insert the page into the paper input tray, wide side first, and begin the calibration.

Note

For more information about calibration, see the online help.



Accessing the Calibration utility

Windows 9x & NT 4.0

From the Document Assistant, click **Tools**, and then **Calibration**.

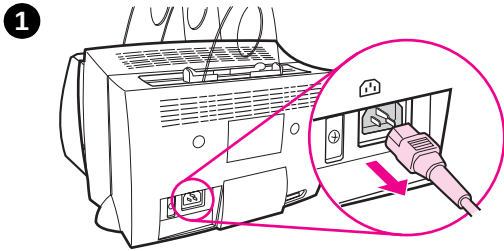
Windows 3.1x

From the **Program Manager**, double-click the **HP LaserJet 1100** icon, and then double-click **Calibrate Scanner**.

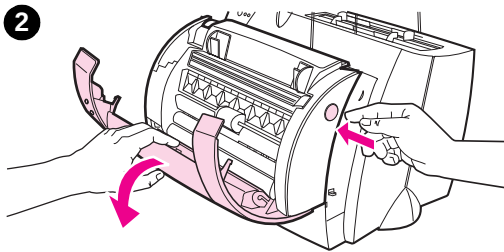
Cleaning the scanner

You may need to clean the scanner after scanning or copying items that have ink which smudges or that have excessive amounts of dirt or dust.

To clean the scanner, follow the instructions below:

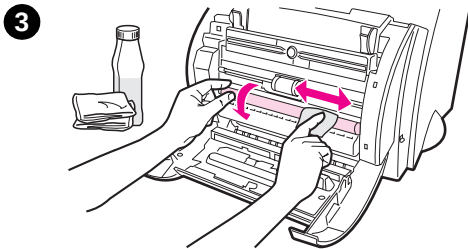


1 Unplug the printer to turn the power off, and then wait for the scanner to cool.



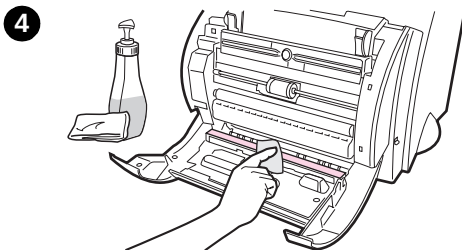
2 Open the scanner door.

3 Dampen a clean, cotton cloth with rubbing alcohol (pH7 or neutral pH) or glass cleaner. Gently rub back and forth on the white CIS roller with the damp cloth while slowly turning the CIS roller.



WARNING!

Alcohol is flammable. Keep the alcohol and cloth away from open flame. Allow alcohol to dry completely before plugging in the power cord.



4 Spray **glass cleaner** on another piece of clean, cotton cloth and carefully clean the glass on the image sensor.

WARNING!

Ensure the scanner is completely dry before plugging in the printer power cord.

Clearing scanner jams

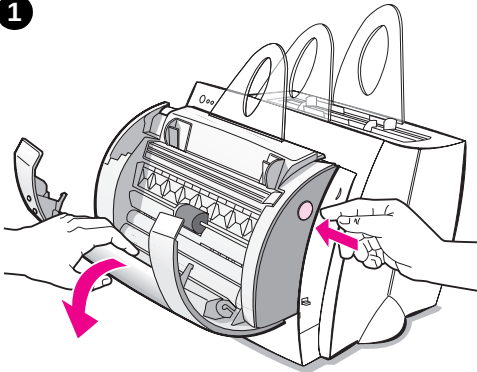
Occasionally, paper becomes jammed during a scan or copy job. Some of the causes include the following:

- The paper input trays are loaded improperly. See “[Loading Copier/Scanner originals](#).”
- The original is too small or large to be correctly fed through the scanner. See “[Supported paper sizes and types \(media\)](#).”
- The original exceeds the maximum page length. See “[Supported paper sizes and types \(media\)](#).”
- Media that does not meet HP specifications is used. See “[Printer paper specifications](#).”

An error message will appear on your PC screen when a jam occurs.

Clearing jams

1



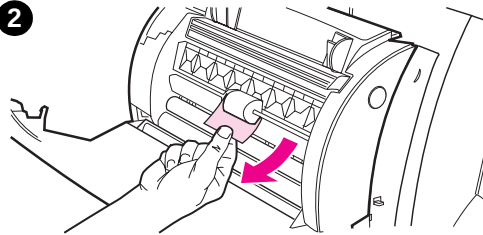
1 Open the scanner door.

2 Locate and grasp the original on the top or bottom side, whichever side sticks out further, and then pull gently and steadily.

3 If necessary, roll the white wheel in the opposite direction you are pulling the original. For example, if you are pulling the original from the bottom, roll the wheel up.

If the jammed original is not visible, see ["Clearing hard-to-reach jams."](#)

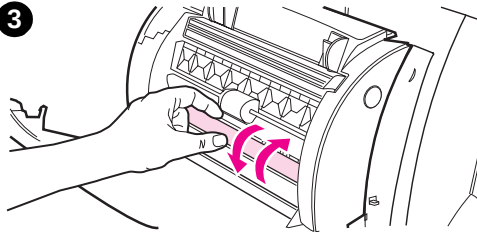
2



Note

Always remove all originals from the input tray and straighten the stack when new originals are added.

3

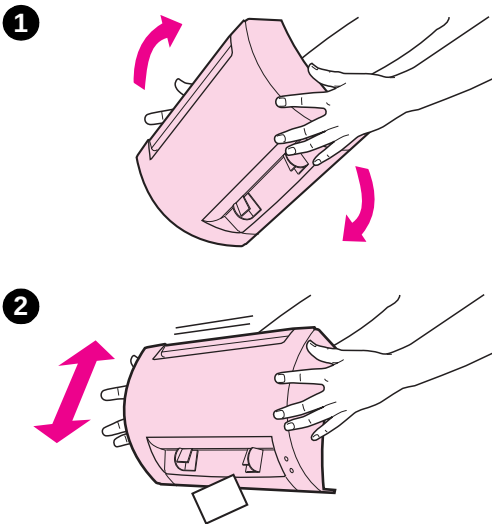


Clearing hard-to-reach jams

Remove the scanner from the printer.
See [“Removing the scanner.”](#)

CAUTION

Removing the scanner without first unplugging the printer may damage your printer and scanner. The printer must also be unplugged before reinstalling the scanner on the printer.



- 1 Rotate the scanner so the top is facing toward the ground.
- 2 Gently shake the scanner until the original falls out the top.

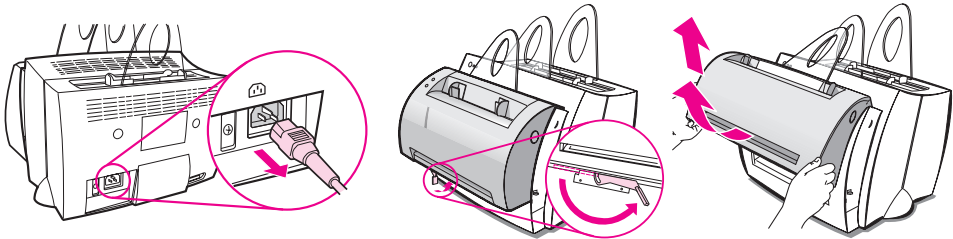
Removing the scanner

To remove the scanner from the printer, follow the instructions below:

CAUTION

Removing the scanner without first unplugging the printer may damage your printer and scanner. The printer must also be unplugged before reinstalling the scanner on the printer.

- 1 Unplug the printer to turn it off.
- 2 Move the scanner lever, located under the scanner, from the left to the right to disengage the connector.
- 3 Grasp the scanner on each side, **rotate the bottom portion away from the printer**, and then lift the entire scanner up and clear from the printer.



10 Service and support

This chapter provides information on the following topics:

- [Availability](#)
- [Obtaining hardware service](#)
- [Guidelines for repacking the printer](#)
- [Guidelines for repacking the scanner](#)
- [Service information form](#)
- [HP Support](#)
- [Worldwide sales and service offices](#)

Availability

HP provides a variety of service and support options around the world. Availability of these programs will vary depending upon your location.

Obtaining hardware service

If your hardware should fail during the warranty period, HP offers the following support options:

- **HP repair services:** HP will arrange to pick up the unit, repair it, and return it to you within 5-10 days, depending on your location.
- **HP authorized service provider:** You can return the unit to a local authorized service dealer.
- **Express Exchange:** HP provides a reconditioned permanent replacement printer to you on the next working day for calls received before 2 p.m. Pacific Standard Time (U.S. and Canada only).

Guidelines for repacking the printer

- If possible, include print samples and 5-10 sheets of paper or other media that did not print correctly.
- Remove and retain any DIMMs (memory) installed in the printer. See “[Removing DIMMs.](#)”
- Remove the scanner. See “[Removing the scanner.](#)”
- Remove and retain any cables and optional accessories installed in the printer.

CAUTION

Static electricity can damage DIMMs. When handling DIMMs, either wear a grounded antistatic wrist strap or frequently touch the surface of the DIMMs' antistatic package, then touch bare metal on the printer.

- Remove and retain the toner cartridge.

CAUTION

To prevent damage to the toner cartridge, store the cartridge in its original packing material or store it so that it is not exposed to light.

- Use the original shipping container and packing material, if possible. *Shipping damage as a result of inadequate packing is your responsibility.* If you have already disposed of the printer's packing material, contact a local mailing service for information on repacking the printer.
- Include a completed copy of the Service information form. See “[Service information form.](#)”
- HP recommends insuring the equipment for shipment.

Guidelines for repacking the scanner

- Remove the scanner from the printer. See “[Removing the scanner](#).”
- Use the shipping container and packing material in which the replacement unit came, if possible. *Shipping damage as a result of inadequate packing is your responsibility.* If you have already disposed of the scanner's packing material, contact a local mailing service for information on repacking the scanner.
- Include a completed copy of the Service information form. See “[Service information form](#).”
- HP recommends insuring the equipment for shipment.

Service information form

Service information form

Who is returning the equipment?

Date:

Person to contact:

Phone:

Alternate contact:

Phone:

Return shipping address:

Special shipping
instructions:

What is being sent?

Model number:

Serial number:

Please attach any relevant printouts when returning equipment. **Do not** ship accessories that are not required to complete the repair (manuals, cleaning supplies, etc.)

What needs to be done?

1. Describe the conditions of the failure (What was the failure? What were you doing when the failure occurred? What software were you running? Can you make the failure reoccur?)

2. If the failure is intermittent, how much time elapses between failures?

3. Is the unit connected to any of the following? (Please provide manufacturer and model numbers.)

Personal Computer:

Modem:

Network:

4. Additional comments:

HP Support

Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners that are designed to give you the results you need, quickly and professionally.

Please have the model number, serial number, date of purchase, and description of the problem ready for your HP Support representative.

The following support information is available:

- [Customer Support and product repair assistance \(U.S. and Canada\)](#)
- [European Customer Support Center](#)
- [Online services](#)
- [Obtaining software utilities and electronic information](#)
- [HP direct ordering for accessories or supplies](#)
- [HP Support Assistant compact disc](#)
- [HP service information](#)
- [HP SupportPack](#)
- [HP FIRST](#)

Customer Support and product repair assistance (U.S. and Canada)

Call (1) (208) 323-2551 Monday through Friday from 6 am to 10 pm and Saturday from 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.

Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50* per minute, maximum charge of \$25.00 per call, U.S. only) or call 1-800-999-1148 (\$25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 6 am to 10 pm and Saturday from 9 am to 4 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European Customer Support Center

language and in-country options available

Open Monday through Friday 8:30–18:00 CET

HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

English

Ireland:	(353) (1) 662-5525
U.K.:	(44) (171) 512-5202

Dutch

International:	(44) (171) 512-5202
Belgium:	(32) (2) 626-8806
Netherlands:	(31) (20) 606-8751

French

France:	(33) (01) 43-62-3434
Belgium:	(32) (2) 626-8807
Switzerland:	(41) (84) 880-1111

German

Germany:	(49) (180) 525-8143
Austria:	(43) (1) 0660-6386

Norwegian

Norway:	(47) 2211-6299
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Danish

Denmark:	(45) 3929-4099
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Finnish

Finland:	(358) (9) 0203-47288
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Swedish

Sweden:	(46) (8) 619-2170
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Italian

Italy: (39) (2) 264-10350

Spanish

Spain: (34) (90) 232-1123

Portuguese

Portugal: (351) (1) 441-7199

In-country support numbers: If you require support after your warranty has expired, additional product repair services, or if your country is not listed below, see [“Worldwide sales and service offices.”](#)

Argentina 787-8080

Australia (61) (3) 272-8000

Brazil 022-829-6612

Canada (1) (208) 323-2551

China (86) (10) 65053888-5959

Chile 800-360999

Czech Republic (42) (2) 471-7321

Greece (30) (1) 689-6411

Hong Kong (852) 800-96-7729

Hungary (36) (1) 343-0310

India (91) (11) 682-6035

(91) (11) 682-6069

Indonesia (62) (21) 350-3408

Korea (82) (2) 3270-0700

Korea outside Seoul, call (82) (080) 999-0700

Malaysia (60) (3) 295-2566

Mexico (Mexico City) 01 800-22147

Mexico (outside Mexico City) 01 800-90529

New Zealand (64) (9) 356-6640

Philippines (63) (2) 894-1451

Poland (48) (22) 37-5065

Portugal (351) (1) 301-7330

Russia (7) (95) 923-5001

Singapore	(65) 272-5300
Taiwan	(886) (02) 717-0055
Thailand	66 (2) 661-4011-4
Turkey	(90) (212) 224-5925

Online services

For 24-hour access to information over your modem, we suggest these services:

World Wide Web URL

Printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs:

in the U.S. <http://www.hp.com/support/lj1100>

in Europe <http://www2.hp.com>

Printer drivers may be obtained from the following sites:

in Korea <http://www.hp.co.kr>

in Taiwan <http://www.hp.com.tw>

or the local driver website <http://www.dds.com.tw>

America Online

America Online/Bertelsmann is available in the U.S., France, Germany, and U.K. - Printer drivers, updated HP printer software, and support documentation to help answer your questions about which HP products are available. Use Keyword HP to start your tour or call 1-800-827-6364 preferred customer # 1118 to subscribe. In Europe, call the appropriate number below:

Austria 0222 58 58 485

France ++353 1 704 90 00

Germany 0180 531 31 64

Switzerland 0848 80 10 11

United Kingdom 0800 279 1234

CompuServe™

Printer drivers, updated HP printer software, and interactive sharing of technical information with other members is available on CompuServe's "HP User's forums" (GO HP), or call 1-800-524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the U.K., France, Belgium, Switzerland, Germany, and Austria.)

Obtaining software utilities and electronic information

Obtain printer drivers.

U.S. and Canada

Phone: (1) (970) 339-7009

Mail: Hewlett-Packard Co.
P.O. Box 1754
Greeley, CO 80632
U.S.A.

Fax: (1) (970) 330-7655

Asia-Pacific countries

Contact Fulfill Plus at (65) 740-4477 (Hong Kong, Indonesia, Philippines, Malaysia, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893.

Australia, New Zealand, and India

For Australia and New Zealand, call (61) (2) 565-6099.
For India, call (91) (11) 682-6035.

Europe

Call (44) (142) 986-5511.

HP direct ordering for accessories or supplies

Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

HP Support Assistant compact disc

This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.

HP service information

To locate HP-Authorized Service Providers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).

HP SupportPack

Call 1-800-835-4747 (U.S. only)

All other locations, contact your authorized dealer.

HP FIRST

HP FIRST fax will deliver detailed troubleshooting information on common software and troubleshooting tips for your HP product. Call from any touch tone phone and request up to three documents per call. These documents will be sent to the fax of your choice.

Australia	(61) (0) 3 9272 2627
Austria	0660-8128
Belgium (Dutch)	0800 1 1906
Belgium (French)	0800 1 7043
Canada	1-800-333-1917
China	+86 (0) 10 6505 5280
Denmark	800-10453
English (outside of U.K.)	+31 20 681 5792
Finland	800-13134
France	0800-905900
Germany	0130-810061

Hong Kong	(852) 2506-2422
Hungary	(36) (1) 252-4647
India	+91 (0) 11 682 6031
Indonesia	+62 (0) 21 352 2044
Italy	1678-59020
Korea	+82 (0) 02 769 0543
Malaysia	+60 (0) 3 298 2478
Netherlands	0800-0222420
New Zealand	+64 (0) 09 356 6642
Norway	800-11319
Portugal	05 05 313342
Philippines	+65 275 7251
Singapore	+65 275 7251
Spain	900-993123
Sweden	020-79-5743
Switzerland (German)	0800-551527
Switzerland (French)	0800-551526
Taiwan	(886) (2) 719-5589
Thailand	+66 (0) 2 661 3511
United Kingdom	0800-960271
United States	1 (800) 333-1917

Worldwide sales and service offices

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the “HP Support” section. Products should not be returned to the following offices.

Argentina

Hewlett-Packard Argentina S.A.
Montañeses 2140/50/60
1428 Buenos Aires
Phone: (54) (1) 787-7100
Fax: (54) (1) 787-7213

Australia

Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, VIC 3130
Phone: (61) (3) 272-2895
Fax: (61) (3) 898-7831
Hardware Repair Center:
Phone: (61) (3) 272-8000
Extended Warranty Support:
Phone: (61) (3) 272-2577
Customer Information Center:
Phone: (61) (3) 272-8000

Austria

Hewlett-Packard GmbH
Lieblgasse 1
A-1222 Vienna
Phone: (43) (1) 25000-555
Fax: (43) (1) 25000-500

Belgium

Hewlett-Packard Belgium S.A. NV
Boulevard de la Woluwe-Woluwedal 100-102
B-1200 Brussels
Phone: (32) (2) 778-31-11
Fax: (32) (2) 763-06-13

Brazil

Edisa Hewlett-Packard SA
Alameda Rio Negro 750
06454-050 Alphaville - Barueri-SP
Phone: (55) (11)- 7296-8000

Canada

Hewlett-Packard (Canada) Ltd.
17500 Trans Canada Highway
South Service Road
Kirkland, Québec H9J 2X8
Phone: (1) (514) 697-4232
Fax: (1) (514) 697-6941

Hewlett-Packard (Canada) Ltd.
5150 Spectrum Way
Mississauga, Ontario L4W 5G1
Phone: (1) (905) 206-4725
Fax: (1) (905) 206-4739

Chile

Hewlett-Packard de Chile
Avenida Andres Bello 2777 of. 1
Los Condes
Santiago, Chile

China

China Hewlett-Packard Co. Ltd.
Level 5, West Wing Office
China World Trade Center
No. 1, Jian Guo Men Wai Avenue
Beijing 100004
Phone: (86) (10) 6505-3888,x. 5450
Fax: (86) (10) 6505-1033
Hardware Repair Center and Extended
Warranty Support:
Phone: (86) (10) 6262-5666x. 6101/2
(86) (10) 6261-4167

Colombia

Hewlett-Packard Colombia
Calle 100 No. 8A -55
Torre C Oficina 309
Bogotá, Colombia

Czech Republic

Hewlett-Packard s. r. o.
Novodvorská 82
CZ-14200 Praha 4
Phone: (42) (2) 613-07111
Fax: (42) (2) 471-7611

Denmark

Hewlett-Packard A/S
Kongevejen 25
DK-3460 Birkerød
Denmark
Phone: (45) 3929 4099
Fax: (45) 4281-5810

Far East Region

Hewlett-Packard Asia Pacific Ltd.
17-21/F Shell Tower, Times Square
1 Matheson Street, Causeway Bay
Hong Kong
Phone: (852) 2599-7777
Fax: (852) 2506-9261
Hardware Repair Center:
Phone: (852) 2599-7000
Extended Warranty Support:
Phone: (852) 2599-7000
Customer Information Center:
Phone: (852) 2599-7066

Finland

Hewlett-Packard Oy
Piispankalliontie 17
FIN-02200 Espoo
Phone: (358) (9) 887-21
Fax: (358) (9) 887-2477

France

Hewlett-Packard France
42 Quai du Point du Jour
F-92659 Boulogne Cedex
Phone: (33) (146) 10-1700
Fax: (33) (146) 10-1705

Germany

Hewlett-Packard GmbH
Herrenberger Straße 130
71034 Böblingen
Phone: (49) (180) 532-6222
(49) (180) 525-8143
Fax: (49) (180) 531-6122

Greece

Hewlett-Packard Hellas
62, Kifissias Avenue
GR-15125 Maroussi
Phone: (30) (1) 689-6411
Fax: (30) (1) 689-6508

Hungary

Hewlett-Packard Magyarország Kft.
Erzsébet királyné útja 1/c.
H-1146 Budapest
Phone: (36) (1) 461-8111
Fax: (36) (1) 461-8222
Hardware Repair Center:
Phone: (36) (1) 343-0312
Customer Information Center:
Phone: (36) (1) 343-0310

India

Hewlett-Packard India Ltd.
Paharpur Business Centre
21 Nehru Place
New Delhi 110 019
Phone: (91) (11) 647-2311
Fax: (91) (11) 646-1117
Hardware Repair Center and Extended
Warranty Support:
Phone: (91) (11) 642-5073
(91) (11) 682-6042

Italy

Hewlett-Packard Italiana SpA
Via Giuseppe di Vittorio, 9
Cernusco Sul Naviglio
I-20063 (Milano)
Phone: (39) (2) 921-21
Fax: (39) (2) 921-04473

Korea

Hewlett-Packard Korea
25-12,
Yoido-dong, Youngdeungpo-ku
Seoul 150-010
Phone: (82) (2) 769-0114
Fax: (82) (2) 784-7084
Hardware Repair Center:
Phone: (82) (2) 3270-0700
(82) (2) 707-2174 (DeskJet)
(82) (2) 3270-0710 (Hardware)
Extended Warranty Support:
Phone: (82) (2) 3770-0365 (Bench)
(82) (2) 769-0500 (Onsite)

Latin American Headquarters

5200 Blue Lagoon Drive Suite 950
Miami, FL 33126, USA
Phone: (1) (305) 267-4220

México

Hewlett-Packard de México, S.A. de C.V.
Prolongación Reforma No. 700
Lomas de Santa Fe
01210 México, D.F.
Phone: 01-800-22147
Outside Mexico City
Phone: 01 800-90529

Middle East/Africa

ISB HP Response Center
Hewlett-Packard S.A.
Rue de Veyrot 39
P.O. Box 364
CH-1217 Meyrin - Geneva
Switzerland
Phone: (41) (22) 780-4111

Netherlands

Hewlett-Packard Nederland
BV Startbaan 16
NL-1187 XR Amstelveen
Postbox 667
NL-1180 AR Amstelveen
Phone: (31) (020) 606-87-51
Fax: (31) (020) 547-7755

New Zealand

Hewlett-Packard (NZ) Limited
Ports of Auckland Building
Princes Wharf, Quay Street
P.O. Box 3860
Auckland
Phone: (64) (9) 356-6640
Fax: (64) (9) 356-6620
Hardware Repair Center and Extended
Warranty Support:
Phone: (64) (9) 0800-733547
Customer Information Center:
Phone: (64) (9) 0800-651651

Norway

Hewlett-Packard Norge A/S
Postboks 60 Skøyen
Drammensveien 169
N-0212 Oslo
Phone: (47) 2273-5600
Fax: (47) 2273-5610

Poland

Hewlett-Packard Polska
Al. Jerozolimskic 181
02-222 Warszawa
Phone: (48-22) 608-77-00
Fax: (48-22) 608-76-00

Russia

AO Hewlett-Packard
Business Complex Building #2
129223, Moskva, Prospekt Mira VVC
Phone: (7) (95) 928-6885
Fax: (7) (95) 974-7829

Singapore

Hewlett-Packard Singapore
(Sales) Pte Ltd
450 Alexandra Road
Singapore (119960)
Phone: (65) 275-3888
Fax: (65) 275-6839
Hardware Repair Center and Customer
Information Center:
Phone: (65) 272-5300
Extended Warranty Support:
Phone: (65) 272-5333

Spain

Hewlett-Packard Española, S.A.
Carretera de la Coruña km 16.500
E-28230 Las Rozas, Madrid
Phone: (34) (1) 626-1600
Fax: (34) (1) 626-1830

Sweden

Hewlett-Packard Sverige AB
Skalholtsgatan 9
S-164 97 Kista
Phone: (46) (8) 444-2000
Fax: (46) (8) 444-2666

Switzerland

Hewlett-Packard (Schweiz) AG
In der Luberzen 29
CH-8902 Urdorf/Zürich
Phone: (41) (084) 880-11-11
Fax: (41) (1) 753-7700

Taiwan

Hewlett-Packard Taiwan Ltd.
8th Floor
337, Fu-Hsing North Road
Taipei, 10483
Phone: (886) (02) 717-0055
FAX: (886) (02) 514-0276
Hardware Repair Center, call:
North (886) (02) 717-9673
Central (886) (04) 327-0153
South (886) (080) 733-733
Extended Warranty Support Contact:
Phone: (886) (02) 714-8882

Thailand

Hewlett-Packard (Thailand) Ltd.
23-25/f Vibulthani Tower II
3199 Rama 4 Rd, Klongtan
Klongtoey, Bangkok 10110
Thailand
Phone: (66) (2) 661-3900-34
Fax: (66) (2) 661-3935-37
Hardware Repair Center:
Phone: (66) (2) 661-3900 ext. 6001/ 6002
Customer Information Center:
Phone: (66) (2) 661-3900 ext. 3211, 3232

Turkey

Hewlett-Packard Company
Bilgisayar Ve ölçüm Sistemleri AS
19 Mayıs Caddesi Nova
Baran Plaza Kat: 12
80220 Sisli-Istanbul
Phone: (90) (212) 224-5925
Fax: (90) (212) 224-5939

United Kingdom

Hewlett-Packard Ltd.
Cain Road
Bracknell
Berkshire RG12 1HN
Phone: (44) (134) 436-9222
Fax: (44) (134) 436-3344

United States

Hewlett-Packard Company
11311 Chinden Blvd.
Boise, ID 83714
USA
Phone: (208) 323-2551
HP FIRST fax: (800) 333-1917 or (208)
334-4809
Authorized repair: (800) 243-9816

Venezuela

Hewlett-Packard de Venezuela S.A.
Los Ruices Norte
3A Transversal
Edificio Segre Caracas 1071
Phone: (58) (2) 239-4244
Fax: (58) (2) 239-3080



Printer specifications

This chapter provides information on the following topics:

- [Specifications](#)
- [FCC compliance](#)
- [Environmental Product Stewardship Program](#)
- [Material safety data sheet](#)
- [Regulatory statements](#)

Specifications

Printer specifications

Environmental specifications

Operating environment	Printer plugged into an AC outlet: ● Temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F) ● Humidity: 20%–80% (no condensation)
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Storage environment	Printer unplugged from an AC outlet: ● Temperature: 0 °C to 40 °C (32 °F to 104 °F) ● Humidity: 10%–90% (no condensation)
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Acoustics

Noise level	During printing: 6.1 Bels sound power level (per ISO 9296)(HP LaserJet 1100 tested at 8 ppm) ● Sound pressure level (bystander position): 46 dB ● Sound pressure level (operator position): 55 dB During standby and sleep mode: silent
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Electrical specifications

Power requirements	● 100-120v (+/-10%), 50/60 Hz (+/-2); 127v, 60Hz NOM or ● 220v (+/-10%), 50/60 Hz (+/-2 Hz) ● 220-240v (+/-10%), 50 Hz (+/-2 Hz)
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Power consumption	● During printing: 170 watts (average) ● During standby and power save: 6 watts
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Minimum recommended circuit capacity	4.5A @ 115v; 2.3A @ 230v
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Printer specifications (continued)

Physical specifications

Dimensions	● Width: 367 mm (14.5 in.)
	● Depth: 325 mm (12.8 in.)
	● Height: 378 mm (14.9 in.)
Weight (cartridge installed)	7.3 kg (16.1 lb)

Printer capacities and ratings

Print speed	8 pages per minute (“letter” size paper)
Paper input bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper or up to 10 envelopes
Paper output bin capacity	100 sheets of regular weight 20 lb (75 g/m ²) paper
Minimum paper size	76 x 127 mm (3 x 5 in.)
Maximum paper size	216 x 356 mm (8.5 x 14 in.)
Base memory	4 MB of ROM and 2 MB of RAM
Upgrade memory expansion	One DIMM slot available for a 4, 8, or 16 MB RAM DIMM
Print resolution	600 dots per inch (dpi)
Duty cycle	7,000 single-sided pages per month

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

Note

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental Product Stewardship Program

Protecting the Environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This HP LaserJet printer has been designed with several attributes to minimize impacts on our environment.

This HP LaserJet printer eliminates:

Ozone production

The printer uses charging rollers in the electrophotographic process and therefore generates no appreciable ozone gas (O₃).

This HP LaserJet printer design reduces:

Energy consumption

Energy usage drops to as little as 6 W while in low-power (PowerSave) mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for ENERGY STAR. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a U.S. registered service mark of the U.S. EPA.



As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Toner consumption

EconoMode uses significantly less toner, which may extend the life of the toner cartridge.

Paper use

Depending on the type of software program in use, you can request for a number of pages of your document to be printed on one page of paper. This N-up printing practice and the printer's manual duplexing feature, which provides two-sided printing, can reduce paper usage and the resulting demands on natural resources.

The design of this HP LaserJet printer facilitates the recycling of:

Plastics

Plastic parts have markings according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer's life.

HP toner cartridges

In many countries, this product's toner cartridge/drum can be returned to HP through the HP Planet Partners Toner Cartridge Recycling Program. This easy to use program is available in over 20 countries. Multi-lingual program information and instructions are included in every new HP Toner Cartridge box.

HP Cartridge Recycling Program information

Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 12 million used toner cartridges that otherwise may have been discarded in the world's landfills. The HP LaserJet toner cartridges go to a collection center and then they are bulk shipped to our recycling partners who disassemble the cartridge parts for recycling. After a thorough quality inspection, minor parts such as nuts, screws, and clips are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products. Over 95% by weight of each returned cartridge is reclaimed for recycling. For more information in the U.S., call (1) (800) (340-2445) or visit the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/>. Non-US customers can call the local HP Sales and Service Office for further information regarding the HP Planet Partners LaserJet Toner Cartridge Recycling Program.

Paper

This printer is suited for the use of recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Paper Specifications Guide*. See "[Accessories and ordering information](#)" for *HP LaserJet Printer Family Paper Specifications Guide* ordering information. This printer is suitable for the use of recycled paper according to DIN 19 309.

Material safety data sheet

The Toner Cartridge/Drum MSDS can be obtained by contacting the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/datasheets.htm>. If you do not have access to the internet, try calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at (1) (800) 231-9300. Use Index number 7 for a listing of the Toner Cartridge/Drum Material/Chemical Safety Data Sheets. Non-US customers should refer to the front of this manual for appropriate phone numbers and information.

Regulatory statements

Declaration of Conformity

according to ISO/IEC Guide 22 and EN45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares that the product

Product Name: HP LaserJet 1100
Model Number: C4224A
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4
IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)

EMC: CISPR 22:1993+A1 / EN 55022:1994 Class B¹
EN 50082-1:1992

IEC 801-2:1991 / prEN 55024-2:1992 -	4 kV CD, 8 kV AD
IEC 801-3:1984 / prEN 55024-3:1991 -	3 V/m
IEC 801-4:1988 / prEN 55024-4:1992 -	0.5 kV Signal Lines
	1.0 kV Power Lines

IEC 1000-3-2:1995 / EN61000-3-2:1995
IEC 1000-3-3:1994 / EN61000-3.3:1995
FCC Title 47 CFR, Part 15 Class B²) / ICES-003, Issue 2 / VCCI-2¹)
AS / NZS 3548:1992 / CISPR 22:1993 Class B¹)

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

the EMC directive 89/336/EEC

the Low-Voltage Directive 73/23/EEC

The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd.,
31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE / Standards
Europe, Herrenberger Straße 130, D-71034 Böblingen
(FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard Company,
PO Box 15 Mail Stop 160, Boise, ID 83707-0015
(Phone: 208-396-6000)

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

WARNING!

제 22회 전국학생체육대회 개최

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1100 -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1993) mukaisesti.

VAROITUS!

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

WARNING!

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet 1100 -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO!

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

WARNING!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 770-795 nm

Teho 5 mW

Luokan 3B laser

B

Scanner specifications

This chapter provides information on the following topics:

- Specifications
- FCC compliance
- Environmental product stewardship
- Regulatory statements

Specifications

HP LaserJet 1100A Printer•Copier•Scanner specifications

Environmental specifications

Operating environment	Printer plugged into an AC outlet: ● Temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F) ● Humidity: 20%–80% (no condensation)
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Storage environment	Printer unplugged from an AC outlet: ● Temperature: 0 °C to 40 °C (32 °F to 104 °F) ● Humidity: 10%–80% (no condensation)
---------------------	---

Acoustics

Noise level	During Quick Copying: 6.5 Bels sound power level (ISO 9296) (HP LaserJet 1100A tested at 7 ppm) ● Sound pressure level (bystander position): 53 dB ● Sound pressure level (operator position): 61 dB During printing: 6.1 Bels sound power level (per ISO 9296) (HP LaserJet 1100A tested at 7 ppm) ● Sound pressure level (bystander position): 46 dB ● Sound pressure level (operator position): 55 dB During standby and sleep mode: silent
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Electrical specifications

Power requirements	● 100-120v (+/-10%), 50/60 Hz (+/-2); 127v, 60Hz NOM or ● 220v (+/-10%), 50/60 Hz (+/-2 Hz) ● 220-240v (+/-10%), 50 Hz (+/-2 Hz)
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Power consumption	● During Quick Copying: 185 watts (average) ● During printing: 170 watts (average) ● During standby and power save: 7 watts
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Minimum recommended circuit capacity	4.5A @ 115v; 2.3A @ 230v
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HP LaserJet 1100A Printer•Copier•Scanner specifications (continued)

Physical specifications

Dimensions	● Width: 367 mm (14.5 in.)
	● Depth: 402 mm (15.8 in.)
	● Height: 378 mm (14.9 in.)

Weight (including scanner module and toner cartridge installed)	8.7 kg (19.2 lb)
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Printer capacities and ratings

Print speed	8 pages per minute ("letter" sized paper)
Paper input bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper or up to 10 envelopes
Paper output bin capacity	100 sheets of regular weight 20 lb (75 g/m ²) paper
Minimum paper size	76 x 127 mm (3 x 5 in.)
Maximum paper size	216 x 356 mm (8.5 x 14 in.)
Base memory	4 MB of ROM and 2 MB of RAM
Upgrade memory expansion	One DIMM slot available for a 4, 8, or 16 MB RAM DIMM
Resolution	600 dots per inch (dpi)
Duty cycle	7,000 single-sided pages per month

HP LaserJet 1100A Printer•Copier•Scanner specifications (continued)

Copier/Scanner capacities and ratings

Speed	7.5 pages per minute
Input bin capacity	Approx. 20 sheets of regular weight 20 lb (75 g/m ²) paper
Minimum paper size	50.8 x 90 mm (2 x 3.5 in.)
Maximum paper size	216 x 762 mm (8.5 x 30 in.)
Resolution	300 dots per inch (optical resolution)
Duty cycle	2,000 pages per month

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

Note

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental product stewardship

Protecting the Environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This HP scanner has been designed with several attributes to minimize impacts on our environment.

The design of this HP scanner facilitates the recycling of:

Plastics

Plastic parts have markings according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the scanner's life.

Regulatory statements

Declaration of Conformity

according to ISO/IEC Guide 22 and EN45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares that the product

Product Name: HP LaserJet 1100A Printer•Copier•Scanner

Model Number: C4218A

Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4

IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)

EMC: CISPR 22:1993+A1 / EN 55022:1994 Class B¹

EN 50082-1:1992

IEC 801-2:1991 / prEN 55024-2:1992 - 4 kV CD, 8 kV AD

IEC 801-3:1984 / prEN 55024-3:1991 - 3 V/m

IEC 801-4:1988 / prEN 55024-4:1992 - 0.5 kV Signal Lines

1.0 kV Power Lines

IEC 1000-3-2:1995 / EN61000-3-2:1995

IEC 1000-3-3:1994 / EN61000-3.3:1995

FCC Title 47 CFR, Part 15 Class B²) / ICES-003, Issue 2 / VCCI-2¹)

AS / NZS 3548:1992 / CISPR 22:1993 Class B¹)

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

the EMC directive 89/336/EEC

the Low-Voltage Directive 73/23/EEC

The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd.,
31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE / Standards
Europe, Herrenberger Straße 130, D-71034 Böblingen
(FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard Company,
PO Box 15 Mail Stop 160, Boise, ID 83707-0015
(Phone: 208-396-6000)

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!

Using controls, making adjustments, or performing procedures other than those specified in this user's guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

«Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. «CEM».»

Korean EMI statement

본 기기는 대한민국 EMC 지침을 준수합니다.
이 기기는 대한민국 EMC 지침을 준수하며, 본 기기는
전자기적 간섭을 일으키는 다른 기기에서
보호될 수 있습니다.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1100A -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1993) mukaisesti.

VAROITUS!

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

WARNING!

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet 1100A -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyneitä työkaluja.

VARO!

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

WARNING!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 770-795 nm

Teho 5 mW

Luokan 3B laser



Paper specifications

This chapter provides information on the following topics:

- [Printer paper specifications](#)
- [Supported paper sizes \(printer\)](#)
- [Guidelines for using paper](#)

Printer paper specifications

HP LaserJet printers produce excellent print quality. This printer accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, vellum, and custom-size paper. Properties such as weight, grain, and moisture content are important factors affecting printer performance and output quality.

The printer can use a variety of paper and other print media in accordance with the guidelines in this manual. Paper that does not meet these guidelines may cause the following problems:

- Poor print quality
- Increased paper jams
- Premature wear on the printer, requiring repair

For best results, use only HP brand paper and print media. Hewlett-Packard Company cannot recommend the use of other brands. Because they are not HP products, HP cannot influence or control their quality.

It is possible for paper to meet all of the guidelines in this manual and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which Hewlett-Packard has no control.

Before purchasing a large quantity of paper, make sure it meets the requirements specified in this user guide and in the *HP LaserJet Printer Family Paper Specification Guide*. (To order the guide, see [“Accessories and ordering information.”](#)) Always test paper before purchasing a large quantity.

CAUTION

Using paper outside HP specifications may cause problems for the printer, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

Supported paper sizes (printer)

- **Maximum supported paper size:** 216 by 356 mm (8.5 by 14 in.)
- **Minimum supported paper size:** 76 by 127 mm (3 by 5 in.)

Guidelines for using paper

For best results, use conventional 20 lb (75 g/m²) paper. Make sure the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

If you are unsure what type of paper you are loading (such as bond or recycled), check the label on the package of paper.

Some paper causes print quality problems, jamming, or damage to the printer.

Symptom	Problem with Paper	Solution
Poor print quality or toner adhesion. Problems with feeding.	Too moist, too rough, too smooth, or embossed; faulty paper lot.	Try another kind of paper, between 100-250 Sheffield, 4-6% moisture content.
Dropouts, jamming, curl.	Stored improperly.	Store paper flat in its moisture-proof wrapping.
Increased gray background shading.	Too heavy.	Use lighter paper.
Excessive curl. Problems with feeding.	Too moist, wrong grain direction or short-grain construction.	Use long-grain paper. Print using the straight-through output path.
Jamming, damage to printer.	Cutouts or perforations.	Do not use paper with cutouts or perforations.
Problems with feeding.	Ragged edges.	Use good quality paper.

Note

Do not use letterhead paper that is printed with low-temperature inks, such as those used in some types of thermography.

Do not use raised letterhead.

The printer uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the printer temperature (392 °F or 200 °C for 0.1 second).

Labels

Label construction

When selecting labels, consider the quality of each component:

- **Adhesives:** The adhesive material should be stable at 392 °F (200 °C), the printer's maximum temperature.
- **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets with spaces between the labels, causing serious jams.
- **Curl:** Prior to printing, labels must lie flat with no more than 13 mm (0.5 in.) of curl in any direction.
- **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.

Transparencies

Transparencies used in the printer must be able to withstand 392 °F (200 °C), the printer's maximum temperature.

Envelopes

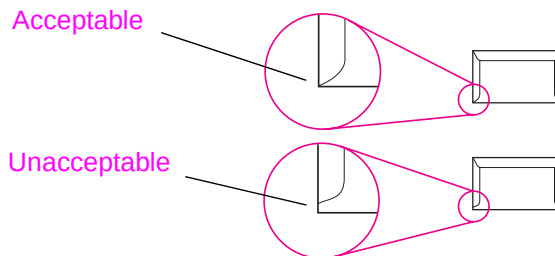
Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- **Weight:** The weight of the envelope paper should not exceed 28 lb (105 g/m²), or jamming may result.
- **Construction:** Prior to printing, envelopes should lie flat with less than 6 mm (0.25 in.) curl and should not contain air. (Envelopes that trap air may cause problems.)
- **Condition:** Make sure envelopes are not wrinkled, nicked, or otherwise damaged.
- **Sizes:** From 90 by 160 mm (3.5 by 6.3 in.) to 178 by 254 mm (7 by 10 in.).

Envelopes with double-side-seams

Double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style may be more likely to wrinkle. Be sure the seam extends all the way to the corner of the envelope as illustrated below.



Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the printer: 392 °F (200 °C). The extra flaps and strips might cause wrinkling, creasing, or jams.

Envelope storage

Proper storage of envelopes helps contribute to good print quality. Envelopes should be stored flat. If air is trapped in an envelope, creating an air bubble, the envelope may wrinkle during printing.

Card stock and heavy media

Many types of card stock can be printed from the paper input tray, including index cards and postcards. Some card stock performs better than others because its construction is better suited for feeding through a laser printer.

For optimum printer performance, do not use paper heavier than 43 lb (163 g/m²). Paper that is too heavy might cause misfeeds, stacking problems, paper jams, poor toner fusing, poor print quality, or excessive mechanical wear.

Note

Printing on heavier paper may be possible if the tray is not filled to capacity, and paper with a smoothness rating of 100-180 Sheffield is used.

Card stock construction

- **Smoothness:** 36-43 lb (135-163 g/m²) card stock should have a smoothness rating of 100-180 Sheffield. 16-36 lb (60-135 g/m²) card stock should have a smoothness rating of 100-250 Sheffield.
- **Construction:** Card stock should lie flat with less than 5 mm (0.2 in.) of curl.
- **Condition:** Make sure card stock is not wrinkled, nicked, or otherwise damaged.
- **Sizes:** Use only card stock within the following size ranges:
 - Minimum: 76 by 127 mm (3 by 5 in.)
 - Maximum: 216 by 356 mm (8.5 by 14 in.)

Card stock guidelines

- If cards curl or jam, print using the straight-through output path.
- Set margins at least 2 mm (0.08 inch) away from the edges of the paper.

D

Memory (DIMMs)

This chapter provides information on the following topics:

- [Installing DIMMs \(memory\)](#)
- [Test DIMM installation](#)
- [Removing DIMMs](#)

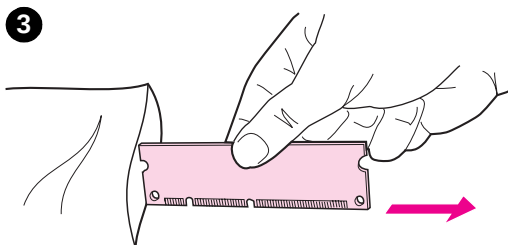
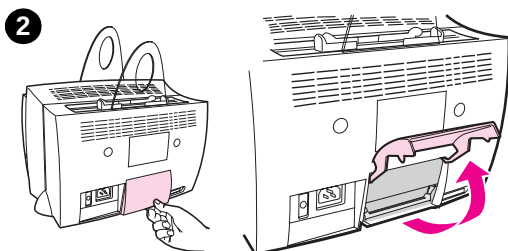
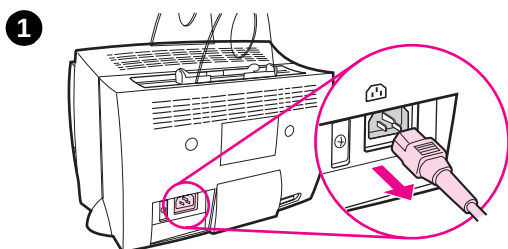
Installing DIMMs (memory)

Adding memory (RAM only) to the HP LaserJet 1100 will enable you to print more complex print jobs.

To install DIMMs, follow the instructions below:

CAUTION

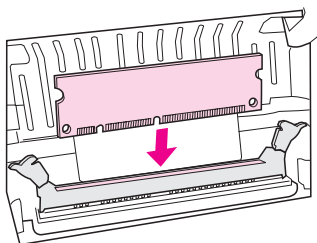
Handling a DIMM chip (memory) without wearing a grounded, anti-static device can damage the DIMM chip.



- 1 Unplug the printer.
- 2 Open the printer memory door by gently pulling out and upward on the bottom edge until the door supports itself.
- 3 Remove the DIMM chip from the anti-static bag in which it came by grasping the chip on the top edge.

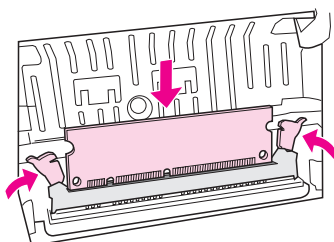
Continued on next page.

4



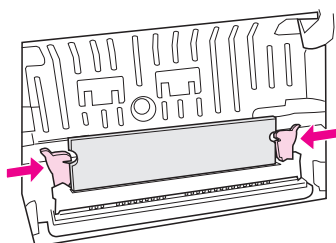
4 Position the DIMM chip over the slot located inside the printer memory door. The gold contacts should be pointing down and the cutouts should be on the left side.

5



5 Carefully press the DIMM chip into the slot, ensuring it is straight and all the way down. The cam latches should rotate inward.

6



6 Lock the cam latches into place by pressing the handles towards each other.

Test DIMM installation

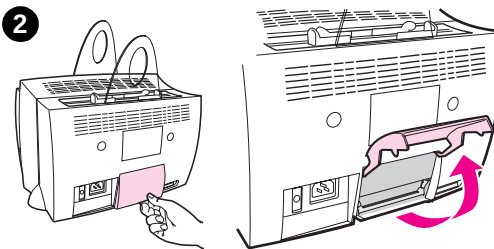
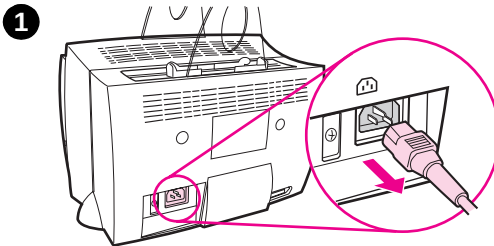
Test the DIMM installation by printing a self-test page and checking the “memory available” specified on the page. See [“Printing a self-test page.”](#)

Removing DIMMs

To remove DIMMs, follow the instructions below:

CAUTION

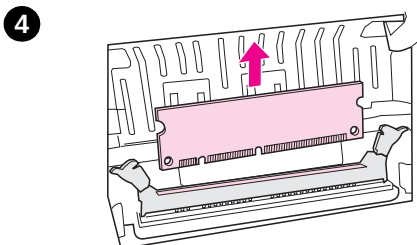
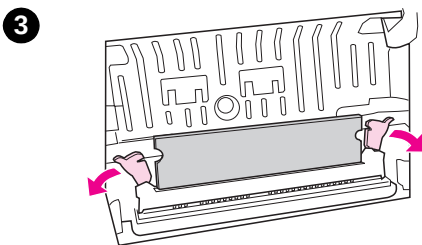
Handling a DIMM chip (memory) without wearing a grounded, anti-static device can damage the DIMM chip.



- 1 Unplug the printer.
- 2 Open the printer memory door by gently pulling out and upward on the bottom edge until the door supports itself.
- 3 Unlock the cam latches by pressing them outward.
- 4 Grasp the DIMM chip on the top edge, gently pull straight up, and then remove the chip from the printer.

Note

Store the DIMM chip in an antistatic bag.



E

Warranty and licensing

This chapter provides information on the following topics:

- [Hewlett-Packard software license agreement](#)
- [Hewlett-Packard limited warranty statement](#)
- [Limited warranty for toner cartridge life](#)

Hewlett-Packard software license agreement

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Hewlett-Packard limited warranty statement

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One year from date of purchase.

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4. HP products may contain remanufactured parts equivalent to a new in performance or may have been subject to incidental use.
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Limited warranty for toner cartridge life

Note

The warranty below applies to the toner cartridge that came with this printer.

HP toner cartridges are warranted to be free from defects in materials and workmanship until the HP toner is depleted. The warranty covers any defects or malfunctions in a new Hewlett-Packard toner cartridge.

How long does the coverage last?

The coverage lasts until the HP toner is depleted, at which time the warranty expires.

How do I know when the HP toner is running out?

The HP toner is depleted when faded or light type appears on the printed page.

What will HP do?

HP will, at HP's option, either replace products which prove to be defective or refund the purchase price. If possible, please attach a printout sample illustrating what the defective cartridge is printing.

What does this warranty not cover?

The warranty does not cover cartridges which have been refilled, are emptied, are abused, are misused, or are tampered with in any way.

How do I return the faulty cartridge?

In the event the cartridge proves to be defective, complete the Service Information Form and attach a print sample illustrating the defect. Return the form and cartridge to the place of purchase, where the cartridge will be replaced.

How does State, Province or Country Law apply?

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country. This limited warranty is the sole warranty on the HP toner cartridge and supersedes any other warranty relating to this product.

IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE, OR EXEMPLARY DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

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Accessories and ordering information

You can increase the capabilities of the printer with optional accessories and supplies. Use accessories and supplies specifically designed for the HP LaserJet 1100 Printer and the HP LaserJet 1100A Printer•Copier•Scanner to ensure optimum performance.

Ordering information

	Item	Description or Use	Order Number
Printer memory	Dual in-line memory module (DIMM)	Boosts the ability of the printer to handle complex print jobs.	
		● Maximum add on: 16 MB	
		● Available DIMMs:	
		4 MB	C4135A
		8 MB	C4136A
		16 MB	C4137A
Cables and interface accessories	Parallel cables	Method of connectivity from printer to PC.	
		● 2 Meter IEEE-1284 cable	C2945A
		● 3 Meter IEEE-1284 cable	C2946A
	Copier/Scanner for the HP LaserJet 1100	Attachable scanner exclusively for the HP LaserJet 1100 printer.	C4221A
Printing supplies	HP Multi-purpose paper	HP brand paper for a variety of uses (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701.	HPM1120
	HP LaserJet paper	Premium HP brand paper for use with HP LaserJet printers (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701.	HPJ1124
	Toner cartridge	Replacement toner cartridge for the HP LaserJet 1100.	C4092A
Toner cartridge		Replacement HP precision toner cartridge.	C4092A

Ordering information (continued)

	Item	Description or Use	Order Number
Supplementary documentation	<i>HP LaserJet Printer Family Paper Specification Guide</i>	A guide to using paper and other print media with HP LaserJet printers.	5021-8909
	HP LaserJet 1100A Printer•Copier•Scanner hard-copy user guide	A printed and bound user guide for the HP LaserJet 1100A Printer•Copier•Scanner. (use=printer and copier/scanner)	C4218-90937
Replacement parts	Paper pick-up roller	Used to pick the paper from the paper input tray and advance it through the printer.	RF5-2826-000CN
	Input paper support for the printer	Used to stabilize the paper once it is loaded into the paper input tray.	RB2-4020-000CN
	Output paper support for the printer	Used to stabilize paper once it is printed.	RB2-4021-000CN
	Input paper support for the scanner	Used to stabilize paper once it is loaded into the scanner.	RB2-4021-000CN



Scanner resolution and gray scale

This chapter provides information on the following topics:

- Overview
- Resolution and gray-scale guidelines
- Resolution
- Gray scale

Overview

If you are printing a scanned image or copying an image and the quality is not as you expected, you may have selected a resolution or gray-scale setting in the Copier/Scanner software that does not match your needs. Resolution and gray scale affect scanned and copied images in the following ways:

- Image clarity
- Texture of gradations (smooth or rough)
- Scan and copy time
- File size

Resolution is measured in dots per inch (dpi) while gray scale is measured by the number of grays possible to create a transition from black to white. You can adjust the scanner resolution up to 300 dpi. Gray scale can be set at 1 (black and white) or 8 (256 levels of gray).

Listed in the table, “Resolution and gray-scale guidelines,” are simple tips you can follow to meet your scanning and copying needs. Also see “[Resolution](#)” and “[Gray scale](#)” to learn more about these topics.

Note

Setting the resolution and gray scale high can create large files that take up disk space and slow the scanning or copying process. It is important to determine how the scanned image is going to be used.

Resolution and gray-scale guidelines

Resolution and gray-scale guidelines

Intended use for scan	Recommended resolution setting	Recommended gray-scale setting
Fax	200 dpi	Black & White
E-Mail	150 dpi	● Black & White if the image does not require smooth gradation ● Grayscale if the image requires smooth gradation
Edit text (OCR)	300 dpi	Black & White
Print (graphics or text)	● 300 for text and complex graphics ● 150 for simple graphics and photos	● Black & White for text and line art ● Grayscale for shaded or colored graphics and photos
Display on screen	150 dpi	● Black & White for text ● Grayscale for graphics and photos

Resolution

Generally, the ideal scanning resolution is 150 dots per inch (dpi). Changing the size of the image after it has been scanned affects the resolution. Therefore, before setting the scanner resolution, it is helpful to determine what the final image size will be. For example, you might want to scan an original that is 76 x 127 mm (3 x 5 in.), but there is only room for a 38 x 63.5 mm (1.5 x 2.5 in.) picture in your document.

Resolution

Size of original	Size after scanned and altered	Recommended scanner resolution
76 x 127 mm (3 x 5 in.)	38 x 63.5 mm (1.5 x 2.5 in.)	150 dpi
	76 x 127 mm (3 x 5 in.)	150 dpi
	152 x 254 mm (6 x 10 in.)	300 dpi

Gray scale

You can set the gray scale to either Black & White or Grayscale in your Copier/Scanner software.

Usage table

Uses for Black & White setting	Uses for Grayscale setting
	
● Black text on white background	● Colored text or colored background
● Images that require grainy gradients	● Images that require smooth gradients
● Small file is required: diskette, e-mail, fax	● Large file size acceptable
● Scan or copy must happen quickly	● Image quality is more important than time and file size

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